



Planning and Evaluation Tracking

College Year: 2010-2011~~2009-2010~~

Division of: Finance & Admin. Svcs.

Person Responsible: Terry Berg

Department of: Human Resources

Person Responsible: Lynn Thornton
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Purpose Statement: To assure the College provides human resource and payroll services to all employees including benefits and explanation of responsibilities, benefits, privileges and rights of employment and assure that the college is in compliance with state and federal employment laws.

Goal Statement #1: Receive appropriate paperwork from departments on time and completed accurately, primarily the Personnel Form 310.

Objectives/Outcomes (including assessment tools and standards): After a training session, clerical staff that completes Personnel Form 310 and other HR paperwork will accurately complete these forms (primarily 310) in a timely manner 75% of the time as measured by a log of 310 discrepancies.

Results:

- **2009-2010 – Did not log 310's due to other projects.**
- **2008-2009 – Approximately 152 Personnel Form 310s were received during the November, December 2008 and January 2009 time period. 94 (62%) were correct and 58 (38%) were incorrect.**
- **2007-2008 – Log of 310s for November, December 2007 and January 2008. Received 123 Personnel Form 310s. 82 were correct and 41 were incorrect. 67% of the 310s were correct and 33% were incorrect.**
- **2006-2007 – Log of 310 for November, December 2006 and January 2007. Received 147 Personnel Form 310s. 101 were correct and 46 were incorrect. 69% of the 310's were correct and 31% were incorrect.**
- **2005-2006 Will log and track 310's for 2010-2011**
2005-2006 – Log of 310 for October, November, and December 2005. Received 173 Personnel Form 310's. 104 were incorrect and 69 were correct. 60% of the 310's were incorrect.

Use of Results (including improvements and revisions):

~~Analysis: 2005-2006 – Results not achieved but satisfied that we are moving in the right direction. Tracked Personnel Form 310s starting November 15, 2006. Will track for the next 3 months to determine if there is any improvement in the 310 completion. 2006-2007 – College-wide training session was conducted on October 10, 2006. 2007-2008 – The HR Manager is continuing to do 310 training in the New Employee Orientation Sessions. 2008-2009 – Did not have as many forms accurately completed. 2009-2010 – May need to~~ Will schedule training sessions for Fall 2010 in ? . ~~Identify departments that are having problems~~ The departments that are having the most difficulty with this form are ?, ?, ?, ?. We will work with them in understanding and correctly completing the Personnel Form 310.

~~Plan of Action: 2005-2006 – Possible solutions include revising forms to make them more user friendly, provide checklists for supervisors to use in completing forms, and establishing training in areas identified as being most error prone. 2006-2007 – The HR Manager is continuing to do 310 training in the New Employee Orientation Sessions. There has been significant improvement to this area. 2007-2008 – There has not been any improvement.~~

~~Status quo at this time. 2008-2009 – Status quo. 2009-2010 – Will train current employees in those departments that try to have more training sessions for current employees to train them on the Personnel Form 310. Will log and track the 310's for November, December 2010 and January 2011 to determine which do not meet expectations upon submission.~~

Goal Statement #2: ~~– Human Resources began implementing the NovusHR Solutions Applicant Tracking system. This should eliminate some paper processes and will send the information electronically to the departments.~~ Implement Novus HR Solutions Applicant Tracking system. (created 2007-2008)

Objectives/Outcomes (including assessment tools and standards): ~~Less paper to process and time management should improve with this process.~~

Audience –

Behavior (desired) –

Condition (intervention) –

Degree (target of audience who will correctly fulfill the behavior) –

Evaluation (method) -

Results:

- ~~2009-2010 - Applications are completed online and HR does not accept paper applications any longer. Most departments are able to view the applications online and HR rarely has to make copies of the applications. Waiting on NovusHR to send IT the information to update the workflows so that we can include the entire process of hiring online.~~
- ~~2008-2009 - This system has continued to have problems and IT and HR are currently trying to resolve the problems. This system is in the testing phase with various departments on campus.~~
- ~~2007-2008 - Turned on NovusHR in May 2008. Discovered some changes were not implemented by NovusHR and are currently waiting on the software changes to be made. HR is the only department with access to NovusHR at this time.~~

Use of Results (including improvements and revisions):

~~Analysis: 2007-2008 - Applicants are able to apply only since May 2008. 2008-2009 - IT and HR have resolved system problems with NovusHR. 2009-2010 - Working with IT and NovusHR to update workflow to fully implement this system.~~

~~Plan of Action: 2007-2008 - NovusHR is working on the software changes requested. 2008-2009 - The system is currently being tested by various departments. 2009-2010 - Waiting on IT and NovusHR to get the information regarding workflow.~~

Goal Statement #3: Implement online processes in all aspects of HR. Pay Stubs and W-2's. Reduce paper documents, IT and HR workload and provide employees access to their payroll information via Web Advisor (created 2008-2009)

Objectives/Outcomes (including assessment tools and standards): Objective is to have 100% of the College Accessing pay advices via Web Advisor. Reduce paper documents. Unable to implement W-2's online due to federal regulations. (Created 2008-2009)

Audience – Employees

Behavior (desired) – access all HR documents via Web Advisor

Condition (intervention) – Notify employees of shift to paperless documents and cost savings to AC

Degree (target of audience who will correctly fulfill the behavior) – 100%

Evaluation (method) – No employees requesting paper documents from HR

After notifying employees of the shift to paperless documents to save AC funds, all employees will access these documents via Web Advisor and no one will request printed documents from HR. (Revised March 2011)

Results:

- ~~2009-2010 – February 2010 all employees of AC began accessing Payroll Advices online.~~
- ~~2008-2009 – Went from 0% to 6% of employees accessing Payroll Advices online.~~

Use of Results (including improvements and revisions):

Analysis: 2009-2010 – All AC employees access Payroll Advices online as of February 2010. This ~~goal~~ pay stubs access has been successfully completed.

Plan of Action: 2009-2010 – All AC employees access Payroll Advices online as of February 2010. This pay stubs access is complete but other documents need to be transitioned to paperless including ?, ?, ?. W-2's cannot be online due to federal regulations and Colleague limitations at this time but will continue to review W-2 distribution via online.

~~2008-2009 – Have recently added the Business Office, College Relations, Purchasing and President's Office to begin receiving only pay advices.~~