Non-Instructional Annual Review
Human Resources

This document addresses the following SACSCOC requirements: This document addresses the following SACSCOC requirements: CR 2.5, CS 3.3.1, and CS 3.5.1, CR 3.9.2, CR 3.13.3, and FR 4.5

Purpose

Amarillo College non-instructional area's consistently review data and strive for improvement. The purpose of this review is to demonstrate how AC non-instructional areas support AC's mission by "...*enriching the lives of our students and our community*."

On an annual basis, the Program Review process will capture a holistic snapshot of strengths, weaknesses, and improvement plans based on institutional data and assessment information.

The information collected on this form will also serve to help your division complete the information required by SACSCOC for Amarillo College's continued reaffirmation efforts.

Response Length Suggestion: Most responses should be 2-3 sentences. If available, you may also provide a link to other documentation that answers each question.

I: Identification

1. **Department Title:**

   Human Resources

2. **Department 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 all state and federal employment laws.

3. **Department Review Year (i.e. Most Recent Academic Year)**

   2013-2014

4. **Date of Submission:**

   5/7/14

5. **Lead Person Responsible for this Department Review:**

   Name: Brenda Waren
   Title: Human Resources Manager
   E-mail: bcwaren@actx.edu
   Phone Number: 806-371-5046

6. **Additional Individuals (Name and Title) Responsible for Completing this Department Review:**

Lynn Thornton
Director of Administrative Services/HR
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II: Existing Data (<u>Not</u> Survey, Focus Groups, and/or Interviews)

AC staff/administrators collect and evaluate data related to people served.

1. What significant AC, state, federal, or other reports do you complete on an annual basis <u>and/or</u> what significant quantitative data do you collect or review on an annual basis? (Please provide links to data/report information or a succinct summary of your data findings.)

Human Resources provides many reports to the state and federal governments. Links to these reports are secured requiring log-in and password. Federal reports: IPEDS report, and IRS (W-2 information). State reports: ERS salary information and elected coverage (annual and monthly), TRS salary information and contributions (annual and monthly), Coordinating Board Reports (annual), Legislative Budget Board (annual).

2. Based on the past year's data (referenced in Question #1), please evaluate your data and/or department. (Place an 'X' in each text box that corresponds to your evaluation. You may delete or add rows.)

Data Reported/Collected (Include Most Important Data)	Needs Improvement	Meets Standards	Exceeds Standards
1.IRS – W-2		X	
2.ERS/TRS		X	
3.IPEDS		X	
4.Coordinating Board		X	
5. Legislative Budget Board		X	

3. (If applicable) If any area "Needs Improvement," please explain why (i.e. Analysis).

4. (If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?

None. These reports are controlled by the federal and state governments.

III: Existing Data (Based on Surveys, Focus Groups, and Interviews)

In this section, provide examples of ways you used survey data or qualitative research (interviews, focus groups, etc.) to make decisions.

PART A:

1. Over the past year, did your area collect and/or review any survey data or qualitative (focus group, interview, etc.) information?
   (Place an 'X' in the text box that corresponds to your response.)

Yes (If Yes, Proceed to PART A, Question #2)	No (If No, Proceed to PART B)
	X

2. Summarize the most important information that was collected and/or reviewed <u>and</u> the results.

3. (If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?

PART B:

Additional Comments Related to Surveys and Qualitative Research (Not Required):

HR follows federal/state laws and regulations of various agencies and the Board of Regents Policy Manual and AC Handbooks.

PART A –No Excuses:

Each department is expected to support student success initiatives.

1. List 1 or more ways your department <u>most</u> focuses on any of the No Excuses goals/initiatives.

> Assist student workers with hiring forms, ensure payroll needs are met, encourage student workers to enroll in electronic W-2's. HR strives to obtain quality applicants for all positions by using outreach contacts and placing ads in publications. *Goal 4: Persistence from Term to Term and Year to Year.*

2. Are there any changes your department has made over this past year to remove barriers to students and further the No Excuses goals <u>OR</u> to move the needle toward fulfillment of the No Excuses goals?
   > ➢ If so, please explain.
   > ➢ If not, but you plan to make changes that aid students success, please provide a few sentences explaining how you can better support No Excuses.

> None

PART B –Institutional Outcomes:

Each department is expected to provide quality student, customer, and/or client services.

1. For this review year, what is/were your department's <u>most important</u> goals (i.e. broad things you would like to accomplish)?

> Novus HR would be moved to AC Connect and supervisors would be able to review applications and approve requisitions when not on campus. Part-time application updated to submit directly to HR rather than be downloaded and emailed.

2. For this review year, what is/were your department's <u>most important</u> outcome/s that can be specifically measured and help you achieve your goals? Provide examples of 1-3 outcomes. (An outcome provides observable evidence that your student's or client's knowledge, skill, ability, attitude, or behavior has changed as a result of your efforts.)

> 1.Attend Job Fairs twice each year.
> 2. After IT and HR work together to move Novus HR to AC Connect, staff/faculty will access HR data through AC Connect anywhere they are 100% of the time as evaluated by the successful completion of this project.
> 3. After IT and HR work together to create a part-time application that can be submitted online to HR, potential employees will submit a Web-based application 100% of the time. Successful completion of the project will be evaluated by the elimination of the current download/e-mail based system and the ease granted to employees by instead clicking a "Submit" button with the online application.

3. How does your department assess the above outcome/s? What were the results of your outcome assessment? What do your results tell you?

> 1. Exceeded outcome. Attended 4 Job Fairs over the past year. 2 City-wide job fairs and 2 AC-job fairs.
> 2. Obtained this goal, but IT faced a security issue and withdrew that option. We have requested that they look at this again and reopen Novus to access off campus again.

3. IT is still working on getting this goal completed. They are approximately 80% complete on moving the part-time application to a web-based program. However, this will entail departments setting up job postings for part-time positions and this will also need to be completed by IT.

4. **What change/s has your department made in the past year or do you plan to make based on your assessment of any outcome?**

   Working with IT to bring Novus onto AC Connect. Part-time applications with a submit button instead of downloading and emailing to HR.

PART C –Strategic Planning:

Each department is expected to support AC's Strategic Planning initiatives.

1. **Identify at least one strategy or task from the Strategic Plan your area currently addresses/evaluates.**

   #4 Ensure the College's future.

2. **(If applicable) What additional item/s should AC's Strategic Plan address?**

   None at this time.

PART D – Core Objectives (CR 2.10):

SACSOC guidelines require non-instructional areas to provide student support programs, services, and activities that are consistent with its mission and that promote student learning and enhance the development of its students.

At Amarillo College, a component of student learning is found present in the existence of AC's General Education Competencies. Due to recent mandate changes set forth by the Texas Higher Education Coordinating Board (THECB), AC has adopted the following General Education Competencies: Communication Skills, Critical Thinking Skills, Empirical and Quantitative Skills, Teamwork, Social Responsibility, and Personal Responsibility.

Although these competencies obviously relate to academia, many non-instructional areas also support some or all of these objectives.

Some Examples of Ways Non-Instructional Areas Can Support Student Learning:

Personal Responsibility: Any service that provides materials/information related to financial literacy, life planning, etc. to students could relate to personal responsibility. Also any measure of student personal responsibility (e.g. percent of students not dropped for non-pay, percent of students who pay their rent to AC housing on time, etc.) relates to this topic.

Social Responsibility: If students are able to serve or learn about ways to serve their community or world, this could relate to social responsibility.

Communication, Critical Thinking, and Empirical and Quantitative Skills: If a department teaches a skill/topic within the classroom or through a published document geared toward students, this skill/topic could relate to communication, critical thinking, or any of the other objectives—depending on the skill/topic being taught.

Teamwork: Any student organization/framework where students must work successfully within a group could equate to teamwork.

1. Does your area work (in-person, through publications, or through some other means) with students to learn/accomplish any of the following objectives?

Objective	Yes (If Yes to Any Area, Respond and Proceed to Part D, Question #2)	No (If No to All Areas, Proceed to Part D, Question #3)
Communication Skills		X
Critical Thinking Skills		X
Empirical & Quantitative Skills		X
Teamwork		X
Personal Responsibility	X	
Social Responsibility		X
Note: May Insert other Objective/s		

2. For each objective that received a "Yes" response, provide a bulleted list identifying how your department addresses each particular objective with AC students, any assessments related to your objective (if applicable), and any results related to your assessment (if applicable).
   ➢ Assessments can be indirect (e.g. surveys, focus groups, etc.) or direct.

Time sheets are to be completed accurately and turned into HR by the required deadline. Failure to do so will result in non-payment and the individual will have to wait until the next biweekly payroll to be paid.

3. Please indicate (place an X in the corresponding box/es) the mode of delivery by which you offer any support programs, services, and activities, to students.

In Person	Web	Phone	E-mail	Live Chat
N/A				

4. Do you have plans to expand your learning objectives and/or modes of delivery? If so, how do you plan to expand these objectives/delivery modes? If not, why not?

N/A

V: Policies and Procedures

Amarillo College's non-instructional areas consistently have procedures in place that promote student confidentiality, staff efficiency, student success, and accountability.

Each non-instructional area will respond to the Core 5 (first 5) "Policies and Procedures" questions if they are pertinent to their area. If a department has additional questions they would like to include for accountability or some other purpose, they will also include those questions on this section of the form.

1. Please explain how your area supports the security, confidentiality, and integrity of student records and maintains special security measures to protect and back up data (CR 3.9.2)

   > HR does not give out personal information on anyone. Electronic records in Colleague; paper records in files locked in a file room. Confidential Information statement is listed in the Classified and Administrative Handbook, Chapter 1, Section 1.6

2. How do you ensure that all of your employees are aware of student complaint procedures and that the procedures are handled in a way that is in accordance with the institutional policy of complaint procedures being reasonable, fairly administered, and well-publicized (CR 3.13.3)?

   > HR typically does not handle student complaints. They are referred to the Vice President of Student Affairs unless it entails a Sexual Harassment complaint. Complaint procedures are listed in the Student's Rights and Responsibilities publication.

3. Has your area made any departmental changes based on student complaints? If so, what changes did you make (FR 4.5)?

   > None

4. Have you addressed any local, state, audit, or federal compliance issues that have caused you to make an adjustment to your department and/or a policy change? If so, please explain.

   > No

5. Have you made any changes to your department's policy or procedures over the past year that are otherwise not addressed in this review? If so, please explain.

   > No

VI: Conclusions

1. What is the biggest issue/obstacle that your department currently faces?
   Please explain the issue, point to evidence supporting why your issue is important (addressed in this document or elsewhere), explain how you would like to fix the issue, and explain any budgetary constraints.

   > Laws and regulations regarding reporting and mandates that are not budgeted. Example: TRS rules for part-time employees and benefits. Not a fix for this, just part of the legislative system.

2. Additional Comments Pertinent to this Annual Review Evaluation (Not Required):

   > None