



Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Finance & Admin. Svcs.

Person Responsible: Terry Berg

Department of: Human Resources

Person Responsible: Lynn Thornton &
Brenda Bussey

Purpose Statement: To assure the College provides human resources 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.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Receive appropriate paperwork from departments on time and completed accurately. Primarily the Personnel Form 310.	1. 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.	1. Reduce errors by 50%, resulting in a 75% accuracy rate. The outcome will be measured by maintaining a log of paperwork submitted. Log of 310 for October, November, & December 2005. Received 173 Personnel Form 310s. 104 were incorrect and 69 were correct. 60% of the 310's were incorrect. Tracking Personnel Form 310's starting November 14, 2006. Will track for the next 3 months to determine if there is any improvement in the 310 completion.	1. When the 3-month study is completed we will analyze results to determine the greatest problem areas. 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. College-wide training session was conducted on October 10, 2006. 15 attendees from various areas of the college. Performed a one-on-one training session for Physical Plant, Hereford Campus, Financial Aid, and Mathematics Dept.

<p>2. Assure that Human Resources is performing all functions to the expectations of internal and external customers providing easy to access and use services.</p>	<p>2. Streamline processes to facilitate customer service. Where feasible complete processing electronically and eliminate the use of as many paper forms as possible.</p>	<p>2. Evaluate all Human Resources processes and forms. Convert as many as possible to electronic format.</p> <p>Human Resources has 20 forms on the website for completion. These forms are appropriate for all employees to have access to. Some forms are not going to be placed on the website due to only supervisors needing access to these forms.</p>	<p>2. Make the Human Resources department function more streamlined and easy to use through use of electronic capabilities.</p> <p>Human Resources will review their forms and determine if any other forms can be placed on the website.</p>
<p>3. Lessen the Human Resources department dependency on paper files.</p>	<p>3. Use the recently authorized document imaging and management software to eliminate storage of paper files. Initially using electronic documents for new files and, over time, converting existing files.</p>	<p>3. On or before January 1, 2008 eliminate the need for most (if not all) filing cabinets for Human Resources' employee records.</p>	<p>3. Electronic document storage will facilitate research and retrieval of employee information allowing Human Resources to provide better, more timely service.</p> <p>No data for this year (2006-2007).</p>
<p>4. Meet deadlines for external reports of employment information.</p> <p>Human Resources has been doing this successfully for years and are dropping this from our list.</p>	<p>4. All reports will be submitted to external agencies by established deadlines. Human Resources staff is currently completing and filing many reports and surveys electronically.</p>	<p>4. Achieved at 100%. All reports have been submitted on or before established deadlines.</p>	<p>4. Many external agencies have changed to online submission. Human Resources must access databases to submit electronically. Human Resources staff will continue to receive training as needed to make these changes.</p>

