Amarillo College

Follow-up Response
Form for Response to External Review Committee

Non-Instructional

The ID number for this form is <u>50</u>. You will need this number to update or edit your submission in the future.

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Division	Finance and Administrative Services
Department	Human Resources
Program	Human Resources/Payroll
Review Year	2006-2007
Names of Division/Department/Program Staff or Faculty Completing Follow-Up Response	

Questions and answers from the program review appear in the gray boxes. The external review committee's questions, commendations, concerns, and/or recommendations appear in the dark blue and light blue boxes. Use this information to respond to any recommendations.

I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

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.

Does the answer include a purpose statement for the office/department? Does the answer indicate <u>how</u> this office/department is within the mission of Amarillo College?

Acceptable
Not Answered

STYLE ISSUE: Could the purpose statement be reworded in order to clarify? For example, 'benefits' is mentioned twice. Tying the statement more directly into the mission of Amarillo College would also provide a context for this department's role.

Followup Response

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

During the 2001-2002 Program Review.

Does the answer indicate the last time the office's/department's purpose statements was reviewed/revised by faculty and staff in the office/department?

Acceptable

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

no

Identify any external approvers for the office/department.

Not Answered

IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),was (were) the external approver(s) for the office/department identified?

Acceptable
No Answer

What approval schedule is required by the external approver(s)?

Not Answered

Was the approval schedule required by the external approver(s) identified?

Not Applicable

When did the office/department last receive approval?

Not Answered

When did the office/department last receive approval?

Not Applicable
No Answer

Followup Response

Is the reason why the office/department is required to receive this approval clear?

Not Applicable

No Answer

Followup Response

II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms.

HR/Payroll Office determined that there was a significant problem with departments not completing the Personnel Form 310 timely and accurately. The HR Manager began college-wide training October, 2006 and has continued this training during the New Employee Orientation sessions.

HR tracked the Personnel Form 310's during October, November and December of 2005. Out of 104 Personnel Form 310's received only 69 were correct. 60% of the forms were incorrect. Training was conducted in October 2006. During November, December 2006 and January 2007, the HR Office tracked the Personnel Form 310's and found that out of 147 Personnel Form 310's received, 101 were correct and only 46 were incorrect. 69% of the forms were correct and 31% of the forms were incorrect. Significant improvement has occurred and the training sessions will continue.

After reviewing the minimum of at least one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the extent that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Unacceptable
Not Answered

CONCERN: The number of forms in the pre-training section do not correctly correspond to the percentages listed. 69 out of 104 forms received were reported as correct which is 66%. This leaves 34% incorrect (60% was reported above). While a rise in correct forms after the training is still present, it is not as significant as reported in this statement. Re-check the figures and this might result in a different tactic to get more correct forms received.

Followup Response

Identify at least one example of improvements/revisions which resulted from the last Program Review.

1. Key Pad Security Lock to file room was added approximately 3 years ago. Personnel files are more secure.

2. HR/Payroll have obtained a line printer to run payroll reports.

3. Fill Personnel Analyst position. The Personnel Analyst position was replaced by the Human Resources Manager who took on additional administrative responsibilities.

4. Upgraded most computers in HR/Payroll.

After reviewing the minimum of one example of improvements/revisions/which resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.

Acceptable
Not Answered

CONCERN: Connect these improvements to specific findings of the last Program Review.

Followup Response

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010.

Human Resources is implementing the NovusHR Solution Applicant Tracking System. This objective will streamline the application and hiring process by having everything online.

Most HR forms are online and can be accessed through the AC website.

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Acceptable
Not Answered

CONCERN: It is obvious that the HR department is looking for updated and more efficient systems to keep up with the changing world, but provide a context for these improvements by linking to specific objectives in the Strategic Plan.

Followup Response

Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Not Applicable
Not Answered

Followup Response

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

Lynn Thornton - Director of Administrative Services/Human Resources

Brenda Bussey - Human Resources Manager

Pamela Foley - Human Resources Specialist

Claudia Arnold - Human Resources Specialist

April Swindell - Employment/Benefits Specialist

Dee Partin - Accounting Clerk III

Rachel Mora - Administrative Clerk

Laura Lucas - Administrative Clerk

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable
Not Answered

It appears that the HR department has members from each level involved in the outcomes assessment.

Followup Response

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief

narrative summary of *qualitative* results.

Most HR forms have been placed on the AC website: Applications, Personnel Form 310's, Employee Report of Leave 340, Workers' Comp First Report of Injury, Administrative and Classified Evaluation forms, etc. These forms being placed online have helped employees to complete forms in a more timely manner.

Classified and Administrative Handbook was revised and posted to the AC website. This handbook is more of a procedures manual and is now available to all employees of Amarillo College.

Board Policy Manual has been updated with policy changes.

What changes have been made in the services of the office/department because of the analysis of these results?

HR does not supply the forms to employees. The forms are available online to obtain whenever the form is needed.

HR no longer sends out the evaluation forms. HR sends only a reminder that it is time for the employees evaluation. The evaluation is on the website and can be downloaded to the individuals Word and saved for future reference. This helped in the printing costs to HR.

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

Have any changes been made in the services of the office/department because of the analysis of these results?

Acceptable
Not Answered

Followup Response

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.

Employees would like to make insurance changes online. This would need to be something that would work with Colleague from the Employees Retirement System of Texas. At this time, ERS's Peoplesoft will not talk to Colleague.

Access to Payroll advises and W-2 copies online. This would alleviate time that the Payroll area must use finding a hard copy and then making a copy.

Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Unacceptable
Not Answered

CONCERN: Do these items answer the questions regarding the demand for services and the need for the office/department?

Followup Response

III. Resources

Library

Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply.)

Classroom instuction Reserve collection

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is <u>accurate and thorough</u>?

Acceptable
Not Answered

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

N/A

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Not Applicable

NotAnswered

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

no

How has the library participated in the approver's evaluation?

Not Answered

If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation?

Acceptable
Not Answered

What approval schedule is required by the external approver?

Not Answered

Did the office/department identify the approval schedule that is required by the external approver?

Not Applicable
Not Answered

When did the office/department last receive approval?

Not Answered

Did the office/department indicate when the last approval was received?

Not Applicable
Not Answered

Followup Response

Technology and Security/Privacy

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would <u>ensure</u> that the <u>students</u> have <u>access</u> and <u>training</u> in the use of technology?

N/A

Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

Not Answered
Not Answered

Followup Response

What improvements would ensure that students use technology?

N/A

Does the office's/department's answer include the improvements that would ensure students use technology? Are the recommendations of this office/department feasible?

Not Applicable
Not Answered

Followup Response

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

no

After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Acceptable
Not Answered

Followup Response

What changes need to be made to prevent violations of this nature?

Not Answered

What changes need to be made to prevent violations of this nature?

Not Applicable
Not Answered

Followup Response

Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.

N/A

Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students appear to have merit?

Not Applicable
Not Answered

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

None

Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Acceptable
Not Answered

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department

Long-term and short-term storage space. Most HR/Payroll records are permanent and cannot be destroyed. If Document Imaging records become AC's official records and are accepted by the courts, etc. then we can alleviate some of the storage issues. Until that happens most of the records will remain and this creates issues of storage.

Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

Acceptable
Not Answered

IV. Budget

Which office/department outcomes have resulted in budget requests to date?

Document Imaging and Novus HR. IT provided the money for the initial purchase, but if more training or equipment is needed HR/Payroll will have to add to their budget requests.

Have any of this office's/department's outcomes resulted in budget requests to date? In not, why? Was the explanation valid or reasonable?

Acceptable
Not Answered

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

Less paper due to Document Imaging and Novus HR Solutions Applicant Tracking System. HR/Payroll is looking at Web Time Entry to reduce labor and paper.

Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?

Acceptable
Not Answered

CONCERN: Provide a context for these initiatives by linking to outcomes.

Followup Response

V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

yes

IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department.

Unacceptable
Not Answered

CONCERN: No links to documents were provided.

Followup Response

If no, explain what is inaccurate.

Not Answered

IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable
Not Answered

Followup Response

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

no

Are the references in compliance with SACS approved statement?

Not Answered

IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.).

Acceptable
Not Answered

Followup Response

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

Not Answered

IF any references are inconsistent, identify all documents with the inconsistent reference(s).

Not Applicable
Not Answered

IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable
Not Answered

Followup Response

IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?

Nothing at this time.

Followup Response

VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

State any additional comments/concerns which may impact this office/department during the next five years.

Proportionality of state funds for health insurance benefits. Minimum Wage increasing through July 24, 2009.

HR/Payroll could use a non-appointed person during the busiest time (August-September) to assist in filing and other clerical duties.

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit? IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

CONCERN: HR/Payroll may want to address the storage issue here. The storage issue could have significant repercussions to the safety and integrity of the office.

STYLE ISSUE: For clarity, HR might consider numbering each item.

Followup Response

Name:

Comments :

[Send To Administrator] [Cancel]