

# HACC Assessment Record

Department/Campus:

Human Resources

Unit/Lead:

Patty Bowen, lead

<b>Assessment Start Date:</b>	April 1, 2013	
<b>Goal:</b> <i>(Campus, Department or unit)</i>	HR Goal: To serve the HACC community in aligning institutional policies with federal and state employment laws and in managing all phases of employee processes.	
<b>Objective:</b> <i>(Measurable)</i>	Unit goal: Oversee the administration of HR information systems (HR Banner, Halogen, PeopleAdmin)	
<b>Alignment to Strategic Plan:</b>  <a href="#">HR-to-Strategic Plan Matrix</a>	<b>Goal III: Operational Excellence</b> <ul style="list-style-type: none"> <li>Objective 12: Improve communication with internal and external stakeholders.</li> <li>Objective 13: Adopt best practices in higher education for financial planning and management.</li> </ul>	
<b>Sources of Evidence to be used:</b> <i>(Measures that would point to achievement of goal/objective. Examples: databases, focus group feedback, surveys. See p. 10 of Guide.)</i>	<ul style="list-style-type: none"> <li>Journals</li> <li>Interviews</li> <li>Departmental Needs Analysis</li> <li>Report request logs</li> <li>Custom script logs</li> </ul>	
<b>Type of Assessment :</b> <ul style="list-style-type: none"> <li><b>Information– Gathering</b> <i>(needs assessments, inventories, establishing baselines)</i></li> <li><b>Performance–Evaluating</b> <i>(How well are we doing? Have we improved?)</i></li> </ul>	Information-Gathering	
<b>IF ASSESSMENT IS PERFORMANCE-EVALUATING:</b>		
*Benchmarks and Performance Targets are critical when evaluating performance. They may or may not be as critical when gathering information, although a rubric may be developed to organize categories under consideration.	<b>Benchmarks or Standards</b> (See pp. 11 – 13 of Guide)	<b>Performance Target</b> (See pp. 13 – 17 of Guide)
	NA	NA
<b>Findings:</b> <i>(What did we learn from this assessment? What did the evidence say?)</i>	Journal entries highlighted areas in which HR staff found challenges to effectively doing their jobs. <ul style="list-style-type: none"> <li>People-Admin: No flags associated with approval path – impossible to know where we are in recruiting process. This</li> </ul>	

	<p>is being done manually (slowing recruitment process).</p> <ul style="list-style-type: none"> <li>• People-Admin system is extremely slow and has limitations in either the system or its configuration (I.e. – Using Outlook for correspondence – outside of system)</li> <li>• Banner is not intuitive</li> <li>• Getting needed data and reports is a big barrier to effectiveness: <ul style="list-style-type: none"> <li>○ Banner: Canned reports require security access. Other reporting needs require request for programmer development.</li> <li>○ Requests for reports containing HR data may require special report approval.</li> <li>○ HR is doing too many ad hoc reports (see attachments).</li> <li>○ Argos: still requires program knowledge to create data-block in order to generate a report.</li> <li>○ Staff members don't have access to reports necessary for job functions.</li> <li>○ Reports are not available at point of need or point of service.</li> <li>○ People are not sure of what reports are available to be accessed.</li> </ul> </li> <li>• Not all hiring supervisors know how to move the process forward.</li> <li>• Systems don't talk with one another.</li> <li>• Shadow systems have been developed to compensate for lack of timely access to information.</li> </ul>
<p><b>Decision-Making:</b> <i>(What changes of practice are indicated? What budget priorities are established? What accomplishments should be celebrated and showcased?)</i></p>	<ul style="list-style-type: none"> <li>• HR Department will meet during summer/fall 2013 to consider collection of custom-report requests and decide upon a standard “set” that will improve efficiencies.</li> <li>• These reports (previously custom-runs) should be readied and made available to users to generate as needed.</li> <li>• Training and informational sessions to publicize this access to these often-used reports must be planned and conducted.</li> </ul>
<p><b>Assessment Closing Date:</b></p>	<p>May 20, 2013</p>
<p><b>Notes:</b></p>	<p>Documentation:</p> <ul style="list-style-type: none"> <li>• <a href="#">Assessment Documentation Summary 05 14 13.pdf</a></li> <li>• <a href="#">epaf_stuck.pdf</a></li> <li>• <a href="#">nbapbud.pdf</a></li> <li>• <a href="#">new_hire_term.pdf</a></li> <li>• <a href="#">nzreapt.pdf</a></li> <li>• <a href="#">pzemkte.pdf</a></li> <li>• <a href="#">pzipesil.pdf</a></li> <li>• <a href="#">pizrsech.pdf</a></li> <li>• <a href="#">sem_pay_posns.pdf</a></li> <li>• <a href="#">sem_pay_scripts.pdf</a></li> <li>• <a href="#">Stipend Tracking Template Screenshot</a></li> </ul>

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