

Non-Instructional Program Review – Annual Update Template

Service Area/Administrative Unit

Service Area/Administrative Unit Name: Human Resources

Submitter: Kim Young

Academic Year: 2021-2022

Annual Update #1 #2

An Annual Update must be submitted each year that a Program Review is not submitted.

I. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs)

A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:
(These should be carried forward from your full Program Review, or from your Annual Update #1 if revised since your full Program Review)

1. Applicant Tracking
2. Implement Leave Tracking
3. Board Policy Updates
4. Neogov Implementation
5. Increase HR Staffing

B) Summarize the progress your unit has made on SAO/AUO measures over the past year:

1. Applicant Tracking: Implementation was completed in 2018. We are currently working on expanding the use of the system to allow for more versatility and control for the hiring manger.
2. Implement Leave Tracking: Leave tracking in ELTS/EPICS has been complete. We are working toward improved processes and communication with payroll on the extended leaves and more unique leave issues. Progress is ongoing.
3. Board Policy Updates: In 2022 HR partnered with CCLC to do a broad revise of HR related board policies. The work is ongoing and currently about 25% complete.
4. Neogov Implementation: HR has revisited the build on these products and is working with IT for better automation. Work on the project is ongoing
5. Increase HR Staffing: Added temporary help for project based assignments including document management. Student worker position reinstated after staff returned to campus.

1. Describe any improvements made by your unit as a result of the outcomes assessment process:

a. What did you learn from your evaluation of these measures?

Most of the measures came from a prior program review cycle. The work is still ongoing but discussion of whether or not these are the right measures was a serious consideration.

b. What improvements have you implemented as a result of your analysis of these measures?

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Improvements have come from the digitization and automation of processes. This work continues to help expand the capacity of the department, provide better and quicker responses to our stakeholders, and assists us in process improvement.

Revisions to board policy and administrative procedure ensure structure, transparency and clarity to HR processes. In June of 2022 HR began working with CCLC to update the board policies for the department. As of the end of September 2022 the revisions were 40% complete, but updated policies had not begun to go through the shared governance process.

- c. What improvements do you plan to implement as a result of your analysis of these measures? (**List any resources required for planned implementation in Section III “Resource Requests”**)

Update the evaluation SAO/AUO as follows:

Add:

1. Develop department and project effectiveness measurements.
2. Process Improvement

Delete:

1. Applicant tracking (this has been completed)
2. Implement leave tracking (this has been completed, but the process improvement continues)

II. Progress towards Achieving Goals

For Existing Goals, copy and paste each goal from your Program Review, or from your Annual Update #1 if revised since your full Program Review.

Existing Goal 1

Document Management:

Progress

2333 files were downloaded from Laserfich and scanned to storage location. 57% were not properly tagged and had to be reviewed.

309 volunteer forms have been scanned, segmented by year and attached to the appropriate board agendas

Archived salary schedules to storage location from 1970-2018

565 staffing requisitions were scanned by year and department.

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Resource Requested?

No

Existing Goal 2

Electronic Evaluation System

Progress

The build of the electronic evaluation system is mostly complete. IT was brought in to assist with enhanced automation and connectivity to other key components.

Resource Requested?

Choose an item.

Existing Goal 3

Benefits Bridge Implementation

Progress

Benefits Bridge was implemented in the spring of 2022. The first open enrollment was completed in spring 2022 using the system.

Resource Requested?

No

Existing Goal 4

Click or tap here to enter text.

Progress

Click or tap here to enter text.

Resource Requested?

Choose an item.

Existing Goal 5

Click or tap here to enter text.

Progress

Click or tap here to enter text.

Resource Requested?

Choose an item.

For New Goals, complete the below information.

New Goal #1

Improved communication and process improvement between HR and payroll.

Objective 1

Work to improve communication and processes cross-department between HR and payroll. There are key processes that overlap. The communication between the departments and development of effective processes is key to maintaining smooth operations and a reduction in errors.

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Actions, Tasks

Weekly HR/Payroll meetings in order to improve communication and identify improvement opportunities.

Outcomes, Measures, Assessment

Reduction in errors

Changes in general processes

Improved board agenda related processes

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Strategic Priority 3: Build Community

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Choose an item.

Choose an item.

New Goal #2

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 2

Click or tap here to enter text.

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Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

New Goal #3

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

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Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

New Goal #4

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

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New Goal #5

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

III. Resource Requests: What does the area need to meet its goals and objectives?

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A BUDGET ALLOCATION PROPOSAL must be completed and submitted for EACH new resource requested.

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Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	In No, indicate funding source
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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