



# Assessment Record

Program: Human Resources

Assessment period: 2021-2022

**Program or Department Mission:**

The mission of Human Resources is to provide personnel administration services that include coordinating employee recruitment, selection, employment, and development; coordinating the employee benefits program; and maintaining an accurate payroll and employee records system.

## Service Unit Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
1. Coordinate the recruitment, selection, and employment of faculty, staff, and administrators.	The Alabama Community College System performs an audit on all employment files.	Human Resources will pass the state audit with no major findings.	The HR Department follows the System Office guidelines and updates the College as needed on changes.	Human Resources will continue to stay in compliance with all laws and procedures.
2. Implement an online application process.	Set up NeoEd Insight for all applicants and all college employees to utilize within a year.	Use of the online software will begin by April 2022.	The HR Director served on the governance team for the implementation of the online NeoEd Insight product which went live on April 1, 2022. All continuous job postings were available to job seekers on or immediately after April 1, and	Human Resources will continue to learn new functionalities of the program and train hiring managers on the new features as needed to use the software to its fullest potential.

			all full-time job postings were advertised online as the vacancies occurred. Hiring managers were trained on the new system throughout the year.	
3. Revamp the onboarding process for new hires.	Offer new full-time employees the opportunity to complete a brief form about themselves for college-wide publication.	New employees will complete the volunteer form at the time of their hire. Comments from the College community will provide the Human Resources Department with feedback on the desirability of this addition to the onboarding process.	The HR Director introduced a voluntary method of announcing new employees by sending out college-wide New Hire Announcements, often with photos, via e-mail. The comments from faculty and staff were overwhelmingly favorable.	Human Resources will continue to announce new full-time employees across all campuses.
4. Provide an orientation process for new personnel on available employee deductions and benefits.	Internal dialogue with HR employees and informal conversation with faculty, staff, and administrators.	100% of new employees will be informed of all available deductions and benefits and receive a quality orientation and follow-up.	Every full-time new employee is provided New Hire Orientation regarding deductions and benefits by Human Resources.	Human Resources expects to resume (after postponing due to the Covid-19 pandemic) a Benefits Fair in the spring and fall of the year. All employees will be encouraged to attend. Vendors from Valic, Banking institutions, PEEHIP, Aflac, etc. are expected to be in attendance.
5. Communicate ongoing changes in benefit	Internal review of communications and	100% of college personnel will be made aware of	The Human Resources Director creates and sends email correspondence to all	Human Resources continues to communicate benefits

<p>programs to all faculty and staff.</p>	<p>complaints from all college personnel.</p>	<p>changes in the benefits program.</p>	<p>full-time employees about PEEHIP and TRS changes that could impact the employee and their families.</p> <p>Employees elect whether to take action based on the correspondence.</p>	<p>information to employees.</p> <p>This method of communication helped employees waive a \$50.00 wellness surcharge for the individual, and a \$50.00 wellness surcharge for the spouse.</p>
<p>6. Create and maintain an accurate employment history of all college employees.</p>	<p>The Alabama Community College System performs an audit on all employment files.</p>	<p>100% of employment files will be accurate and current. There will be no major findings in the state audit.</p>	<p>The Human Resources Department, in conjunction with the Payroll Department, maintains and updates the employment and benefit files as needed. All files are safeguarded in the office.</p> <p>The Human Resources Department, in conjunction with the Payroll Department, audits the College website and the JeffNet intranet to ensure HR/Payroll data is correctly reflected on the website.</p>	<p>HR will continue to review and internally audit the files and prepare for annual state and ACCS audits.</p>
<p>7. HR will assist the Payroll Department in providing a payroll system that accurately reflects salary, wages, deductions, and benefits, and leaves accruals to eligible employees.</p>	<p>The Alabama Community College System and financial auditors perform audits on employment files.</p>	<p>Employees will receive an accurate account of all available leave with each paycheck disbursement. All errors will be corrected by the Payroll Department, with calculations verified by</p>	<p>Discrepancy reports are generated every month.</p> <p>The Human Resources Director reviews monthly and semi-monthly salary comparison reports verifying pay amounts are accurate.</p>	<p>Staff will continue to review and internally audit the files and prepare for annual state and ACCS audits.</p>

		<p>Human Resources whenever necessary.</p> <p>There will be no major findings in the state audit.</p>	<p>Reports are audited by staff successfully.</p>	
<p>8. Encourage staff development by coordinating a program that provides opportunities for professional development related to respective duties and responsibilities.</p>	<p>Review of employee requests for particular workshops and registration of employees for college-sponsored workshops.</p>	<p>New employees will be required to attend three professional development classes within their first year of employment.</p> <p>Human Resources staff will participate in the NeoEd Insight training to learn how to use the new online applicant tracking software.</p>	<p>Available training is communicated electronically to new employees.</p> <p>Human Resources continues to review and consider additional professional development opportunities at the college.</p>	<p>Human Resources, in collaboration with the Center for Workforce Education, updated training to be provided to new employees within their first year of employment.</p> <p>The Human Resources Department will continue to elicit the assistance of the Center for Workforce Education and continue to provide professional development training for faculty and staff.</p>
<p><b>Plan submission date: April 11, 2022</b></p>			<p><b>Submitted by: Debbie Boone</b></p>	