



**Unit Plan Annual Narrative
(2007-2008)**

Directions: Use the "Unit Plan Narrative Guide Sheet" to complete this planning form. Be sure that under each section, you write a narrative which discusses all elements listed under each heading. If a particular element does not apply to your area, note that within your narrative. Again, this form should be completed as a narrative, not bulleted.

Department/Unit: Office of Human Resources

Unit Administrator: Vergie Spears

Date: 6/15/2008

A. Unit Description

a. Connection of the unit to the institution's role and mission:

The Human Resources Offices support all divisions at each level of the College. The unit provides varying assistance from securing mandatory background checks, to the administration of employee benefits and providing updated DPR guidelines in offering employment to potential new hires.

b. Unit Achievements:

The HR Offices have successfully completed the scanning of approximately 98% of the active employees' personnel files, both full and part-time. Provided Ethics Training for 100% of the college's employees, both payroll and contract in record time as mandated by our new Chancellor. Provided information sessions through Retirement and Benefits presentations for units seeking assistance

c. Instructional Units within your division:

N/A

B. Unit Effectiveness

a. Staff Description:

The HR Offices are comprised of a Dean of Administrative Services (on loan), Director and two (2) Administrative Assistants, Birmingham and Bessemer, all of whom bring an extraordinary wealth of knowledge in various areas of the entire College's operations.

b. Instructional Effectiveness / Student Success:

The HR Offices, although not directly connected to mainstream student population, and the instructional component, can and have provided assistance in whatever ways that we are knowledgeable especially during peak registration times.

c. Support Services Connection & Resource Availability:

Adequate resources have been provided for the successful operation of the HR Offices. It is especially true for the technological items required to complete certain tasks, i.e. overhead projector for the conference area (Birmingham) and scanning equipment for easy and complete access for the entire department to electronically view personnel files.

d. Customer Service Ranking:

IR has become accustomed to professionally dealing with day to day HR customer relations and oftentimes find ourselves attempting to diffuse certain issues that may arise in other areas of our day to day operations.

C. Value Added

a. Support of the unit to other program and units:

It is the continuing responsibility of this Office to provide support to all divisions of the College due to the nature and scope of our job descriptions.

b. Strengths:

The HR staff is comprised of personnel who can be diplomatic, helpful, and competent and exhibit willing attitudes to get the job done! The AA's are also versatile and very cooperative.

c. Areas Needing Improvement:

Organization of older search and personnel files that we find ourselves revisiting for certain situations that inevitably require research. A schedule of days or dates when employees can review their files

d. Departmental or Unit Needs:

The VP of the HR unit has provided through grants and other available means, the technical items and furniture requested in our last year's departmental needs list.

e. Recommendations:

An electronic mechanism to alert part-time employees and some contract workers of Policy & Procedures changes that **must** be adhered to college-wide.

Mandatory training for Administrative Heads, Department Chairs, and Supervisors as to the requirements for correctly completing the employment process, from appointment letters to the completion of time sheets. We are constantly attempting to impress upon supervisory employees that **original** documents required for housing in personnel files should be sent to the HR Office. It has been and remains some type of problem as to where original documents are delivered or mailed to. All new hires are required to secure employment documents from the HR personnel.

D. Projections

a. Staff needs:

At this time, the HR Offices are sufficiently staffed.

b. Resources needs:

Resources are sufficient at this date.

c. Professional development needs:

Financial budgeting for all mandatory and necessary professional development activities is met.

d. Other (if applicable):

E. Recommendations (if any):

a. New/Revised Policies

The HR Offices, in conjunction with the employees with access to the LCSS website, design a system that will alert all employees involved of changes to policy that affects everyone.

b. New/Revised Procedures

Customarily, these are provided by the State of Alabama Uniform Guidelines, but any other local procedure changes be communicated through the alert system aforementioned.

c. Other (if applicable)

No other recommendations at this juncture.

Institutional Effectiveness Unit Plan

Directions: Use 9 point font when completing this form. First, complete columns A-D. Make sure your Unit Outcomes are targeted, essential and measurable. Columns E & F (which serve to assess whether your goals were reached and how you intend to use the results) will **not** be completed until the end of the cycle in the spring.

Unit : Office of Human Resources
School Year: 2007-2008

Unit Administrator: Vergie Spears

Number each Outcome in each column	A. Unit Outcomes (3-4) <i>no more</i> Should be measurable. Use percentages where possible. <u>Be brief.</u>	B. Outcomes Link to Institutional Goals & Strategic Indicators List the goal numbers and the corresponding Strategic Indicator letters (i.e., Goal 1; Indicators B & C; Goal 2; Indicators A-C, etc.)	C. Methods of Assessing the Outcome List what indirect methods you plan on using to measure each outcome (i.e., board exams, surveys, graduation results, retention results, etc.)	D. Budget Implications If your outcome has budget implications (costs that will exceed \$499), list them here.
	1. To complete the imaging of at least 80% of the personnel files 2. Facilitation of instructional process through recruitment and encouragement of the recommendation of highly qualified faculty 3. 100% of employees will receive mandatory trainings as specified by DPE 4. Compliance with the Alabama Uniform Guidelines for hiring practices	1. Goal 3, Indicators B,D 2. Goal 1, Indicator C 3. Goal 6, Indicator D 4. Goal,6, Indicator F	1. Completion or percentage of completed scanned documents 2. Through Instructional Deans, performance evaluations and viable information received from outside sources. 3. Issuing of certifications, etc. indicating the successful completion of said training 4. Findings or recommendations from the State Compliance Officer.	1. Approximately \$12,000 will be needed to purchase (3) scanners, software, servers and licenses 2. N/A 3. N/A 4. N/A

Unit Plan--Part II: Directions : As noted on page one of this plan, complete columns E & F at the end of the planning cycle in the spring. As you report under each column, be sure to carry over the numbers which represent each outcome you are addressing.

E. Actual Results Obtained—When you assessed and measured your stated outcomes, what results did you find? Be clear and concise in your reporting.

1. Equipment was purchased, installed and readied for use by February, 2008. Since installation, 2048 sets of files have been scanned. This represents approximately 98% of all current full-time and part time employees as well as requested files for legal and verification purposes.
2. Advertisements for certain potential employees were placed in the proper media. The HR Offices logged numerous phone calls as they pertained to questions after reviewing the job descriptions. Search files were prepared, by position, labeled and made available for review by the various search committees with appropriate HR notes for approximately (14) positions.
3. HR provided new employee orientation for 100% of new hires in addition to providing Ethics training for 100% of the college's employees, inclusive of regular payroll, contract and volunteers in a very short period of time as mandated by the Chancellor of Postsecondary. We were also able to provide retirement and benefits workshops for units that requested HR presence at their staff meetings.
4. The Compliance Officer for Alabama Uniform Guidelines has not performed the annual audit for Lawson State for this Fiscal Year.

F. Use of Results—Now that you have your results, how do you intend to use these results or, if implemented early, how have you used these results to improve your overall unit for the upcoming academic year? **NOTE:** After you list how you intend to use these results, be sure to include such improvements in your new Unit Plan for the upcoming academic year.

1. The ability to place our personnel files on its own server has enabled the two HR Offices to have access to the same data base, thus improving customer service. Bessemer HR Office can be more effective and prompt in serving the employees whose primary home base is Bessemer. We have experienced decreased response time in the collection of personnel data for subpoenas, court ordered documents, easier access for gathering data for other external reports, i.e. Lee Vs. Macon, IPEDS, etc. Most importantly we will be able to link certain required documents for the COC team's review.
2. Search files were prepared in a manner that facilitated callers who had questions concerning information relating to items submitted or the absence of required items that could remove them from consideration. HR notes were placed strategically with each file as needed which decreased the time it would have ordinarily taken for searching for the (4) required items that constitute a complete application packet.
3. Training sessions were increased tremendously to meet the deadline mandated by DPE for 100% compliance for Ethics training. HR recognizes the need to establish a schedule of various training sessions for the remainder of the year and into the new year as Ethics training will be on-going. Other training materials and workshops were made available and will be made available on a continuous basis to provide professional development for staff who find it difficult to attend In-Service. These sessions will not be designed to exclude any segment of the college population. They will be open to all employees, with the point system for staff being assigned by the appropriate Divisional VP.
4. No results from prior year as the files have yet to be audited.