

2016-2017 Assessment Cycle VPAF_Human Resources and EEOC

Mission (due 1/20/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / Department / Program Mission

College Mission

Provide the college mission in the space provided. If none is available, write "None Available in 2016-2017."

We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

Department / Program Mission

Provide the department / program mission in the space provided. If none is available, write "None Available in 2016-2017".

The mission of Human Resources Department is to develop and sustain a dynamic work environment that fosters a culture of excellence by empowering our academic and administrative sectors through education, transparency, and subject matter expertise. Maximizing best practices in Human Resources services will enable the University to acquire, retain, and support a diverse and inclusive faculty and staff, fostering an environment for exceptional education.

Assessment Plan (due 1/20/17)

Assessment List (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Standardize the expedience of hiring procedures, which will expedite hires, and empower hiring managers.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Benchmarking	We will conduct an audit of personnel action requests to determine the timeliness of approval from initiation to processing. Our goal is no action to require more than a 2-week approval period, with the exception of revisions.	

Goal/Objective	Increase the presence, accessibility, and service level provided by our office to the University's employees, and determine areas for improvement		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Survey - employer	We will create and disseminate a survey of customer satisfaction for the University community to complete. Our goal is to identify areas of improvement, and maximize areas of success.	

Goal/Objective	Identify reasons for resignations through the implementation of exit interview processes.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Survey - employer	Create and utilize an exit interview process to identify common trends that adversely affect retention. Utilize metrics to advise campus leadership of retention and turnover trends, to create a plan for improvement	

Goal/Objective	In an effort to best-leverage technology, Human Resources has created a policy on student payroll for the University, streamlining the hiring and payroll process, eliminating variable pay rates and consolidating student positions to 1 job per student employee. This will support compliance to federal, state, and system policies and regulations, as well as fiscal responsibility to University resources.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	Attachments
	Direct - Statistical Analysis (Other)	Measure the student employment census change based on the implementation of said policy, and also the average hours worked per week per student employee. Eliminate instances of students surpassing weekly hourly limits.	

Goal/Objective	Currently, Human Resources performs data entry for employment actions in several systems in addition to our active Banner database, including the civil service database LAGOV, in our system of record ISIS, and through the New Hire Reporting portal for the Louisiana Dept. of Child and Family Services. We have initiated integration projects to eliminate redundant data entry and increase productivity for our operational staff, resulting in greater efficiency.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	Attachments
	Direct - Process Improvement (Other)	Measure the number of redundant systems still being utilized at the end of the assessment year. To have a single entry point in Banner, which will then feed to external systems through integrations and optimization of technology	

Results & Improvements (due 9/15/17)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Standardize the expedience of hiring procedures, which will expedite hires, and empower hiring managers.

Goal/Objective	Standardize the expedience of hiring procedures, which will expedite hires, and empower hiring managers.				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
Assessment Measures	Assessment Measure		Criterion		
	Indirect - Benchmarking	We will conduct an audit of personnel action requests to determine the timeliness of approval from initiation to processing. Our goal is no action to require more than a 2-week approval period, with the exception of revisions.			
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Benchmarking	Has the criterion We will conduct an audit of personnel action requests to determine the timeliness of approval from initiation to processing. Our goal is no action to require more than a 2-week approval period, with the exception of revisions. been met yet? Not met	Summary: As the volume of Personnel Action Forms (PAFs) have increased, timeliness of approvals/application has not improved since the beginning of the assessment period. Logging and distribution of personnel actions adversely affected the expedience of processing.		- Policy / Process / Procedural: Our office is currently in the process of building/developing ePAFs which will fully automate the majority of hiring actions, and eliminate cumbersome manual actions, logging, and distribution that have slowed down processing turn around. We anticipate this before years end, and will measure success at that point. In the meantime, the PAF routing process has been revised in our office, resulting in greater efficiency, better tracking, and a faster turnaround time.

--	--

Assessment List Findings for the Assessment Measure level for Increase the presence, accessibility, and service level provided by our office to the University's employees, and determine areas for improvement

Goal/Objective	Increase the presence, accessibility, and service level provided by our office to the University's employees, and determine areas for improvement				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
Assessment Measures	Assessment Measure		Criterion		
	Indirect - Survey - employer	We will create and disseminate a survey of customer satisfaction for the University community to complete. Our goal is to identify areas of improvement, and maximize areas of success.			
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Survey - employer	Has the criterion We will create and disseminate a survey of customer satisfaction for the University community to complete. Our goal is to identify areas of improvement, and maximize areas of success. been met yet? Not met	A survey was not created during this assessment period. During this cycle, the HR team has grown substantially, with several new employees being trained, so assessment was not suitable at this point.		- Policy / Process / Procedural: We do plan to assess performance later once roles/duties are fully defined, and training is complete. This will be done through surveys as well as an increased HR presence in the various departments of the University.

Assessment List Findings for the Assessment Measure level for Identify reasons for resignations through the implementation of exit interview processes.

Goal/Objective	Identify reasons for resignations through the implementation of exit interview processes.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Assessment Measures	Assessment Measure		Criterion		
	Indirect - Survey - employer	Create and utilize an exit interview process to identify common trends that adversely affect retention. Utilize metrics to advise campus leadership of retention and turnover trends, to create a plan for improvement			
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Survey - employer	Has the criterion Create and utilize an exit interview process to identify common trends that adversely affect retention. Utilize metrics to advise campus leadership of retention and turnover trends, to create a plan for improvement been met yet? Not met	Due to the volume of documents being processed, and several other projects taking precedence, we did not develop an exit interview during this period.		- Professional development/training: We anticipate prioritizing this in the next cycle, coinciding with the role out of a succession module with Cornerstone software.

Assessment List Findings for the Assessment Measure level for In an effort to best-leverage technology, Human Resources has created a policy on student payroll for the University, streamlining the hiring and payroll process, eliminating variable pay rates and consolidating student positions to 1 job per student employee. This will support compliance to federal, state, and system policies and regulations, as well as fiscal responsibility to University resources.

Goal/Objective	In an effort to best-leverage technology, Human Resources has created a policy on student payroll for the University, streamlining the hiring and payroll process, eliminating variable pay rates and consolidating student positions to 1 job per student employee. This will support compliance to federal, state, and system policies and regulations, as well as fiscal responsibility to University resources.	
Legends	OO - Outcome/Objective (administrative units);	
Standards/Outcomes		
Assessment Measures		
	Assessment	Criterion

	Measure				
	Direct - Statistical Analysis (Other)	Measure the student employment census change based on the implementation of said policy, and also the average hours worked per week per student employee. Eliminate instances of students surpassing weekly hourly limits.			
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Direct - Statistical Analysis (Other)	Has the criterion Measure the student employment census change based on the implementation of said policy, and also the average hours worked per week per student employee. Eliminate instances of students surpassing weekly hourly limits. been met yet? Met	Said practice has eliminated multiple jobs, and helped ensure compliance to limits of weekly hours worked.		- Policy / Process / Procedural: To best align with the University's strategic goals of providing excellent education, this process change enables studies to focus on the top priority of their education. This change also helps maintain compliance to Dept. of Labor and ACA requirements.

Assessment List Findings for the Assessment Measure level for Currently, Human Resources performs data entry for employment actions in several systems in addition to our active Banner database, including the civil service database LAGOV, in our system of record ISIS, and through the New Hire Reporting portal for the Louisiana Dept. of Child and Family Services. We have initiated integration projects to eliminate redundant data entry and increase productivity for our operational staff, resulting in greater efficiency.

Goal/Objective	Currently, Human Resources performs data entry for employment actions in several systems in addition to our active Banner database, including the civil service database LAGOV, in our system of record ISIS, and through the New Hire Reporting portal for the Louisiana Dept. of Child and Family Services. We have initiated integration projects to eliminate redundant data entry and increase productivity for our operational staff, resulting in greater efficiency.	
Legends	OO - Outcome/Objective (administrative units);	
Standards/Outcomes		
Assessment Measures	Assessment Measure	Criterion
	Direct - Process Improvement	Measure the number of redundant systems still being utilized at the end of the assessment year. To have a single entry point in Banner, which will then feed to external systems through integrations and optimization

	(Other)	of technology			
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Direct - Process Improvement (Other)	Has the criterion Measure the number of redundant systems still being utilized at the end of the assessment year. To have a single entry point in Banner, which will then feed to external systems through integrations and optimization of technology been met yet? Met	As of July 1, 2017, entry in ISIS ceased, and our integration with Civil Service database (SAP) completed Sep 1, 2017. This will have a significant effect on productivity and best-use of time/resources.		- Policy / Process / Procedural: The established interfaces have provided a great benefit to the University community, freeing up HR resources for better service to employees, and also aiding our Civil Service reporting compliance.

Reflection (Due 9/15/17)

Reflection

1) How were assessment results shared in the unit?

Please select all that apply. If "other", please use the text box to elaborate.

Distributed via email

Presented formally at staff / department / committee meetings

Discussed informally (selected)

Other (explain in text box below)

2) How frequently were assessment results shared in the unit?

Frequently (>4 times per cycle) (selected)

Periodically (2-4 times per cycle)

Once per cycle

Results were not shared this cycle

3) With whom were assessment results shared?

Please select all that apply.

Department Head (selected)

Dean / Asst. or Assoc. Dean

Departmental assessment committee

Other faculty / staff (selected)

4) What were the measurable or perceivable effects on your current (2016-2017) findings based on prior action plans (created in 2015-2016)?

This current cycles findings built upon the success and goals from the prior cycle, especially in terms of expedience and efficacy of processes in our office, and how they affect the University Community as a whole. Another positive effect of this assessment was the development of better communication within our area, and more investment from our entire team to reach departmental goals.

5) What has the unit learned from the current assessment cycle?

We've learned that in the pursuit of process-improvement, we have to be mindful of the effects on other functional areas, and make sure they are included in the solution. This collaboration has become a significant asset to our department as we continue to move forward with improving processes, and our overall service quality to the University Community.

Attachments

Attachments

Upload any supporting documents related to your assessment plans, results, or improvements. Documents may include rubrics, survey questions, reports, etc. There is no limit to the number of documents you can upload.

Click "Select File" to upload document(s)