

Assessment Cycle

Academic Cycle 2017 – 2018

Human Resources

Division or Department: Office of Institutional Effectiveness and Human Resources

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Northwestern Mission. Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

Human Resources Mission. The office develops and delivers innovative human resource programs and services designed to support the mission of the University including its core services and competencies such as recruitment and staffing, employee relations, organizational and employee development, risk management, compensation and benefits, human resource information management, and regulatory compliance.

Human Resources Service Outcomes

SO 1: Provide professional, accurate and timely customer service.

Measure 1.1. One hundred percent (100%) of employees requesting support from HR (based on an issue) will be surveyed and respond, “Agree” that their issue was handled in a courteous and professional manner.

Finding. Not met.

Analysis. Employee experience is subjective

Decision/Recommendation. Based on first year observation, revise goal to a more practical measure of 80%.

Measure 1.2. One hundred percent (100%) of employees requesting support from HR (based on an issue) will be surveyed and respond, “Agree” that their issue was handled in timely manner.

Finding. Not met.

Analysis. As in Measure 1.1, Employee experience is subjective.

Decision/Recommendation. . Based on first year observation, revise goal to a more practical measure of 80% and specify time in number of days.

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Measure 1.3 Track and compare resolution time of employee issues and complaints. Success is defined from complaint to resolution as 3-5 days.

Finding. Not Met.

Analysis. Most employee issues brought to the attention to the department are generally resolved in this time frame or less. Less frequent, more complex issues such as visa transfers depend on obtaining contact with immigration attorneys to handle.

Decision/Recommendation. Revise this goal to differentiate between routine and complex issues.

SO 2: Ensure accurate, complete, and comprehensive reporting for all State mandated reporting requirements.

Measure 2.1. Maintain 100% compliance of Outside Employment Reporting from eligible employees per the Evaluating Report for non-compliance.

Finding. Not met.

Analysis. This requires employee participation which makes attaining this goal impractical or impossible.

Decision/Recommendation. Revise this goal to 80% based on previous year's participation.

Measure 2.2. Ensure 100% monthly accuracy of State Civil Service Inquiry Reports through LaGov, the state employee-reporting platform.

Finding. Not met

Analysis. There are reports pending correction from 2016.

Decision/Recommendation. There are several staff members who are new or inexperienced in LaGov. This goal may need to be revised to 90% based on the current learning curve in the department. In two years, we may be able to meet the goal of 100%.

Measure 2.3 Maintain 100% compliance with the Teachers Retirement System of Louisiana (TRSL) Annual Audit certifying the salaries of retirees returning to work.

Finding. Met.

Analysis. The most recent audit was reviewed with 100% compliance.

Decision/Recommendation. We are on track with this measure.

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Measure 2.4. Increase Catapult Health Clinic Participation by 50% and 100% by 2018 providing premium reduction incentives to covered employees completing free health screenings offered twice a year.

Finding. There is no baseline data to compare. We can review data from our next clinic dates in August to compare with 2018 participation.

Analysis. This requires employee participation and availability of open appointments.

Decision/Recommendation. We need to revise the goal of providing 100% premium reduction incentives based on the analysis to 70%.

Measure 2.5. Achieve 100% compliance of 2018 Louisiana State Civil Service audit.

Finding. Not met.

Analysis. The 2017 drop-in audit revealed findings from prior years and current findings and issues that the current Assistant Director, HR was not made aware of prior to the review.

Decision/Recommendation. This measure needs to be revised to take two years to achieve. It was also recommended that a minimum of one additional staff member is needed.

SO 3: Ensure the university maintains quality work force through recruitment and staffing.

Measure 3.1 Post advertisements within 24 hours of receiving the request.

Finding. Met.

Analysis. The department has not been made aware of any instances during this assessment cycle in which this goal has not been met.

Decision/Recommendation. This is a practical goal.

Measure 3.2. Refer candidates to hiring managers within 48 hours of the closing date of the advertisement.

Finding. Met.

Analysis. The department has not been made aware of any instances during this assessment cycle in which this goal has not been met.

Decision/Recommendation. This is a practical goal.

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SO 4. Establish and maintain an employee development/health and wellness programs.

Measure 4.1 Increased job-relevant certifications by 50% among employees and expanded skills sets maintained with a knowledge management system and/or pay for performance culture.

Finding. Not met.

Analysis. This requires employee participation, approval and funding for a knowledge management system, and compliance with state regulations.

Decision/Recommendation. This goal should be a multi-level goal of researching the items addressed in the analysis.

Measure 4.2 Develop formal mentoring and reverse-mentoring programs by spring 2018.

Finding. Not met.

Analysis. At the present time, employees are encouraged to initiate mentorships with those that align with their professional goals, until the department can begin researching a formal, campus-wide alternative.

Decision/Recommendation. This goal may need an extension of another year.

Measure 4.3. Establish employee incentives for knowledge gained or health improvement plan/methodology.

Finding. Not met.

Analysis. This would need to be done in compliance with state regulations and campus funding and approval and input from subject matter experts on campus.

Decision/Recommendation. Goal extension of another year.

SO 5. Establish a Human resource information management system to benefit current NSU employees.

Measure 5.1 Acquire a Human Resources Information System (HRIS) with metrics and compliance features to recruit and support onboarding electronically by spring 2018.

Finding. Not met.

Analysis. This requires approval and funding along with the buy-in of departments campus-wide. Vendors are being researched for most efficient and cost effective solution.

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Decision/Recommendation. Goal extension of another year.

Measure 5.2 Update and conduct exit interviews on 100% of those departing to determine causes for departure and develop retention strategies.

Finding. Not.

Analysis. While exit interviews are being conducted on departing employees, retention strategies should be addressed well before the employee contemplates the decision to leave the University. This will necessitate evaluating the data for trends or patterns to determine how to approach this goal.

Decision/Recommendation. Goal extension of another year.

Measure 5.3 Update policies and procedures based on data and feedback collected from employees and surveys annually.

Finding. Not met.

Analysis. The department has no baseline data at this time.

Decision/Recommendation. This should be an ongoing goal as the department continues to collect and analyze data.

Comprehensive Summary of key findings and decisions.

This department has no baseline data to compare and evaluate most of the goals for this cycle. The upcoming years should be dedicated to researching best practices, employee motivations, and what is allowable under state regulations. The department's work culture and activities should be designed to directly fulfill and or modify these goals to provide the best service to the campus. Logistically, several preliminary steps need to happen as addressed in the analyses.