



Name of Unit: Human Resources Office

Assessed by: Debra Mittas

Date: July 1, 2018 – June 30, 2019

Mission Statement:

*The mission of Malone University is “. . . to provide students with an educational experience based on Biblical faith.”
The Human Resources Office, in our dedication to uphold this mission, will promote policies and services which support
healthy and productive employees, enabling them to provide students with a Christ-centered educational experience.*

Unit Goals:

1. To provide prompt, accurate, and relevant human resources services in a professional, confidential, and courteous manner.
2. To provide quality compensation and benefits programs responsive to customer needs.
3. To Ensure fair and consistent representation among faculty and staff.
4. To provide relevant and up-to-date in-service training for the development of faculty and staff
5. To be in compliance with applicable laws and guidelines relating to employment and the workplace.

Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<p>The Human Resources Office will commit to quality in job performance and maintain a service-minded attitude.</p>	<p><i>Student Work Program Supervisor Assessment:</i></p> <ol style="list-style-type: none"> 1) January 2017 implemented PayCor Time and Attendance within the Student Work Program. Sent Spring 2018 assessment survey to student supervisors within the Work Study Program. (1st year assessment) Goal is to assess supervisor satisfaction and determine the need for changes/improvements to the Student Work Program. 2) Assessment of procedures constituted a restructure and streamline of current practices. Implemented pre-employment job application to assess student skills for placement in positions and re-tooled Supervisor Packet. 3) Student Supervisors will “Strongly Agree” to the following survey question from the “Student Work Supervisor Satisfaction Survey”: <i>When I have a problem with a Work Study student, I received support and help.</i> 	<p>A Spring 2019 assessment survey to student supervisors within the Work Study Program. (2nd year assessment.)</p> <p>100% of the supervisors surveyed “Strongly Agree/Agree” that they have received sufficient information in their Supervisor Packet to assist with job placement and to supervise student workers. (14/14) (2nd year assessment.)</p> <p>100% of the supervisors surveyed “Strongly Agree/Agree” with the support and help received when there was a problem with the Student Work Program. (13/13)(2nd year assessment.)</p>	<p>88% (15/17) student supervisors responded “Strongly Agree” that Paycor Time and Attendance fulfills their student work time and attendance tracking. Assesment to move forward for 3rd year. Will continue to assess and improve at a >90% approval for FY 2019-2020.</p> <p>Goal is to assess student supervisor satisfaction within the Student Work hiring process. A change in Student Work Coordinator in November 2017 will prompt continued monitoring. Will continue one more year of assessment.</p> <p>Due to a change in payroll providers a new time and attendance will be instituted Fall 2016. This was moved to a Spring 2017 implementation because of the provider’s design/set-up issues. Spring 2018 survey was administered. Will continue to assess the issues with plans to improve and sustain at a >90% approval for FY 2018-2019.</p>

<p>NSSE 14g. Human Resources will manage non-academic responsibilities, including student work program.</p> <p>NSSE 14d. Encouraging contact among students from different backgrounds.</p> <p>NSSE 14b. Provide support to help students succeed academically.</p>	<p>Student Work Program Student Assessment:</p> <p>Spring 2018 implemented survey to Work Study Students evaluating their job on campus and their supervisor. The following assessment markers were evaluated:</p> <ol style="list-style-type: none"> 1) The Supervisor understands student workload. <p><i>In 2018 NSSE, at least 33% of Senior students will admit to “Very Much/ Quite a bit” on this construct.</i></p> <ol style="list-style-type: none"> 2) The Supervisor promotes team work and good working relationships <p><i>In 2018 NSSE, at least 51% of Senior students, will admit to “Very Much/ Quite a bit” on this construct.</i></p> <ol style="list-style-type: none"> 3) The Supervisor maintains a positive work environment by encouraging student growth. 	<p>87% of the students gave an “Excellent” rating of their Supervisor. (72/83) (1st year assessment.)</p> <p><i>OIEA will provide data.</i></p> <p>85% of the students gave an “Excellent” rating of their Supervisor. (71/83) (1st year assessment.)</p> <p><i>OIEA will provide data.</i></p> <p>87% of the students gave an “Excellent” rating of their Supervisor. (72/83) (1st year assessment.)</p>	<p>Will continue to assess supervisors with plans to improve and sustain at >90% approval.</p> <p>Will continue to assess supervisors with plans to improve and sustain at >90% approval.</p> <p>Will continue to assess supervisors with plans to improve and sustain at >90% approval.</p>
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<p>The Human Resources Office will manage the University's compensation and benefits programs, and will provide relevant and comprehensive customer service.</p> <p>The Human Resources Office will continue its efforts to develop diversity among faculty and staff.</p>	<p><i>In 2018 NSSE, at least 80% of Senior students, will admit to "Very Much/Quite a bit" on this construct.</i></p> <p>Human Resources</p> <ol style="list-style-type: none"> 1) Onboarding for new hires for FY 2017-2018. Evaluating interview process. (2nd year assessment.) 2) Human Resources Satisfaction Survey of satisfaction of treatment when contacted Human Resources. (1st year assessment.) 3) Monitor satisfaction of helped received from Payroll Specialist in regards to problem with payroll services. (1st year assessment.) <p>Human Resources (staff) and the Provost's Office (faculty), in an effort to expand diversity within the workplace have advertised administrative and faculty job positions within diverse publications. (1st year assessment.)</p>	<p><i>OIEA will provide data.</i></p> <p>100% of the staff employees that completed the survey, "Strongly Agree/Agree" to this statement: "I was adequately informed about my job requirements and duties within the department". (9/9)</p> <p>95% of the employees assessed "Excellent/Very Good" that Human Resources "treats you with courtesy and respect". (39/42)</p> <p>94% of the employees assessed "Excellent/Very Good" in response to the survey question referencing "Adequately communicates resolution to problems with your payroll services". (10/14)</p> <p>3 administrative staff and 2 faculty positions were posted to Women in Higher Education, Diverse Issues in Higher Education, and Hispanics in Higher Education.</p>	<p>Will continue to assess with plans to improve and sustain at a >90% approval for FY 2018-2019. Will continue to monitor effectiveness as changes are made.</p> <p>Will assess and sustain effectiveness and satisfaction throughout FY 2018-2019.</p> <p>Will assess and sustain effectiveness and satisfaction throughout FY 2018-2019.</p> <p>Will continue to assess and expand advertising into diverse publications.</p>
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<p>The Human Resources Office will offer training and development to all employees.</p> <p>The Human Resources Office will adhere to relevant employment laws and regulations.</p>	<p>Human Resources “Active Shooter” training workshops offered to all faculty and staff Spring 2018.</p> <p>Malone University continues adherence to all applicable laws; maintain compliance through checks and balances established by governing agencies. Our compliant/enforcement policies are stated in the Employee Handbooks as section E-1 through E-11, located on Malone Xpress within the Malone University website.</p>	<p>80 participants in 2 – one hour sessions with a video and followed by a question and answer session and 911 Shield (safety) campus app for emergency notification via mobile phone app. Video will be added to the Malone University website.</p> <p>Compliant/Enforcement Policies: E-1) Equal Employment Opportunity/OCRC – 0 complaint, mediated and maintained compliance E-2) Alcohol/Drug Free Workplace - 0 E-3) Unlawful Harassment - 0 E-4) Anti-Violence - 0 E-5) Family and Medical Leave Act - all employees notified – 6 active claims E-6) Search, Surveillance, and Monitoring – 0 completed at employee termination E-7) COBRA – compliant, 9 qualifying events, 2 claims E-8) HIPAA – compliant E-9) Hazard Communications Program 0 citations E-10) Blood Borne Pathogens Exposure Plan (OSHA Standard) – 0 citations E-11) Non-Discrimination Policy and Complaint Procedure – 0 grievances</p>	<p>Will continue to assess and provide procedural additions and improvements.</p> <p>Malone University was compliant in the areas examined. Continue to assess and provide procedural improvements according to Federal and State laws.</p>
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