

Annual Assessment Report

Assessment Cycle	2020-2021
Name of Office	Human Resources
Date of Office Approval	October 27, 2021
Name of Submitter	Norma Bardo

Date of data distribution: October 27, 2021

Outcome data from 2020-2021 (and existing data from the two previous academic years) for the office was distributed to staff members on the date above

Date of meeting: October 6th and October 21, 2021

The office met on the date above to discuss the data, identify the key strength and challenge, and to formulate action steps for responding to the challenges (i.e., for closing the loop over time).

The participants in the meeting were: Patrice Yacko, Linda Simons, Tiffany Manos, Cassie Littell, Norma Bardo.

Office 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.

Office Goals (these are broad goals rather than specific, measurable outcomes)

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.

Key Strength

The Federal Work Study program at Malone University is a robust self-help form of financial aid which enables qualified students the opportunity to pay down their financial obligation to the university as well as prepare our students for future endeavors.

In the most recent survey conducted by our Federal Student Worker Coordinator which was conducted in the spring of 2021 semester, eighty four (84) federal work study students responded to the survey with regard to their supervisor and their supervisory abilities. In reviewing their responses, 95% of survey respondents rated their supervisor overall as excellent or good.

In addition, 100% of student respondents indicated their supervisors received at least a satisfactory rating on providing direction and 88% received an excellent rating.

This Federal Works Study student survey proves that our students are strongly supported by our Federal Student Worker Coordinator and department supervisors. Through our coordinator's leadership, students are assisted in securing a work study position that is often in their field of study. The work study coordinator also works closely with supervisors to ensure the work study student has the resources and flexibility needed to perform the duties of their job while meeting the demands of their coursework and extracurricular responsibilities.

It is a goal for Malone's Federal work study students to experience all aspects of acquiring a position including but not limited to, applying, interviewing and accepting or declining a job offer. Students will also experience the challenges of having a job and balancing their work time with class time, study time and down time. Much like an adult needing to juggle work, home and family responsibilities, this is a vital part of a healthy and fulfilling lifestyle.

The student must be responsible in arriving to their job on time and ready to work. Students must inform their supervisor if they cannot fulfill their schedule. Also, students must be responsible in completing work assignments on time and to the best of their abilities, just like they will need to under traditional employment.

Responding to the Key Challenge: Closing the Loop

A key challenge for this student centered program is to ensure all applicable faculty and staff have received the proper training and information related to the successful supervision of Federal Works Study students. Because of employee turnover and re-assignments, there is a real possibility that supervisors have not been adequately

trained prior to their supervisory responsibilities. There are a number of tasks related to supervising work study students that those responsible need to be prepared for. Supervisors must be trained to go through the interview and hiring process for the work study position in their department, assist the student in their contract completion and also work out a schedule that works for both the department and the student. Supervisors must also be trained on Paycor, Malone's payroll system; so that they can assist their student workers on how to enter their hours worked and approve their timecards.

Going forward, the supervisor must clearly convey job responsibilities and expectations to the student. The student needs to be given clear direction on what is needed to be done each day they have work study and reaffirm the student when expectations have been reached and/or surpassed. Equally important is effectively communicating with the student if and when their work is substandard. This is oftentimes a hard aspect of supervision, but at the same time, necessary for success in their future endeavors.

To assist in all of these supervisory functions, our staff must be well trained and confident in their ability to supervise. It is the goal of the Federal Work Study Coordinator to require training as well as provide resources that will enable a supervisor to be well equipped and prepared for their role. Training and refresher sessions will be offered by the Federal Work Study Coordinator on a regular schedule to accommodate any and all new work study supervisors.

A handbook is also planned that will be compiled and made available to supervisors. This handbook will provide guidance and answer questions and concerns related to all aspects of Federal Work Study. These additional resources will result in work study supervisors being more prepared and skilled as they work and interact with our Federal Work Study students. These initiatives are also intended to alleviate some of the daily challenges faced by our Federal Work Study Coordinator as supervisors will be able to handle many minor problematic situations independently and successfully.

Record the Key Strength and the Key Challenge in the [Office Assessment Google Sheet](#)