



**Name of Unit:** Human Resources Office

**Assessed by:** Debra Mittas

**Date:** July 1, 2015 – June 30, 2016

**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.

<b>Expected Performance Outcomes</b>	<b>Means of Assessment &amp; Criteria for Success</b>	<b>Summary of Data Collected</b>	<b>Use of Results</b>
<p>The Human Resources Office will commit to quality in job performance and maintain a service-minded attitude.</p>	<p>Student Work Program:</p> <ol style="list-style-type: none"> <li>1) Summer 2014 implemented direct deposit for student workers. (This is optional to the student workers.)</li> <li>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.</li> <li>3) Instituted a live online timesheet recording system in conjunction with IT through Malone Xpress. Third year assessment of online student timesheets.</li> </ol>	<p>No data. An assessment survey was delayed due to changes in payroll providers in 2015. Direct deposit is mandatory as of Summer 2016. Assessment is postponed until Spring 2017.</p> <p>No data. Restructuring was not complete as noted in item #1. Survey for means of assessment to be administered Spring 2017.</p> <p>100% of the supervisors surveyed are satisfied with the restructuring of the Student Work Program. (26/26)</p>	<p>Goal is to assess student satisfaction and determine the need for changes/improvements to the Student Work Program.</p> <p>Goal is to assess student/supervisor satisfaction within the Student Work hiring process.</p> <p>Due to a change in payroll providers a new time and attendance will be instituted Fall 2016. Assessment will continue with plans to monitor and sustain a &gt;90% approval for FYE 2017.</p>

<p>The Human Resources Office will manage the University's compensation and benefits programs, and will provide relevant and comprehensive customer service.</p>	<ol style="list-style-type: none"> <li>1) Continue to use the Root Cause/Corrective Action Log for payroll. (3rd year assessment)</li> <li>2) Online time and attendance reporting for administrative and staff employees is in development and slated to implement Fall 2016.</li> <li>3) New Hire Survey question to benefit orientation: "During my orientation I was adequately informed about my employee benefits (if applicable) and was given the opportunity to ask questions". (2nd year assessment)</li> </ol>	<p>96% of the employees that responded to the survey stating that their payroll issue was resolved.</p> <p>No data. Survey is in development and to be administered Spring 2017.</p> <p>100% of the new employees assessed strongly agree that they were adequately informed about their benefits.</p>	<p>Survey will be changed to reflect questions to assess new payroll provider satisfaction. Will continue to monitor effectiveness as changes are made.</p> <p>Will assess and monitor effectiveness and satisfaction throughout FY 2016 - 2107.</p> <p>Will continue to monitor FY 2016 – 2017. To further monitor effectiveness and satisfaction, a Benefits Root Cause/Corrective Action Log/Survey will be administered FY 2016 - 2017.</p>
<p>The Human Resources Office will continue its efforts to develop diversity among faculty and staff.</p>	<p>Expanded on Title IX requirements by developing employee training on the subject of "sexual assault and harassment". (2nd year of assessment)</p>	<p>Collaborating agencies, Ohio Alliance to End Sexual Violence, Ohio Dept of Education, Rape Crisis, and Ohio Domestic Violence, held 2 on-campus training meetings. The Title IX Officer additionally attended 2 off campus training seminars.</p>	<p>Spring 2015 implemented link to website. Starting Fall 2016, monthly employee emails to be sent addressing awareness, sensitivity, and education of Title IX issues.</p>

<p>The Human Resources Office will offer training and development to all employees.</p>	<p>Federal law mandates Title IX training to employees. The Malone University Title IX Officer will start mandatory training workshops for all faculty and staff Fall 2016.</p>	<p>No data. A survey is in development to accompany training to monitor effectiveness.</p>	<p>Continue to assess and provide procedural improvements.</p>
<p>The Human Resources Office will adhere to relevant employment laws and regulations.</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>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, 4 active  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>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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