



Name of Unit: Human Resources Office

Assessed by: Debra Mittas

Date: July 1, 2016 – June 30, 2017

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.

<p align="center">Expected Performance Outcomes</p>	<p align="center">Means of Assessment & Criteria for Success</p>	<p align="center">Summary of Data Collected</p>	<p align="center">Use of Results</p>
<p>The Human Resources Office will commit to quality in job performance and maintain a service-minded attitude.</p>	<p><i>Student Work Program:</i></p> <ol style="list-style-type: none"> 1) January 2017 implemented PayCor Time and Attendance within 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>No data. An assessment survey to students participating in the Work Study Program was delayed due to the late addition of student time and attendance. Assessment is postponed until Fall 2017 and Spring 2018.</p> <p>94% 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. (15/16)</p> <p>86% of the supervisors surveyed “Strongly Agree” with the support and help received when there was a problem with a Student Work Program. (12/14)</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. A change in Student Work Coordinator in November 2017 will prompt continued monitoring.</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. Next survey Spring 2018. Will continue to assess the issues with plans to improve and sustain at a >90% approval for FY 2017-2018.</p>

<p>The Human Resources Office will manage the University's compensation and benefits programs, and will provide relevant and comprehensive customer service.</p>	<p>Human Resources</p> <ol style="list-style-type: none"> 1) Onboarding for new hires for FY 2016-2017. Evaluating interview process. (1st year) 2) 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". (3rd year assessment) 3) Monitor satisfaction of helped received from Payroll Specialist in regards to accessing new payroll provider, Paycor. 	<p>77% of the staff employees that completed the survey, "Strongly Agree" to this statement: "I was adequately informed about my job requirements and duties within the department". (10/13)</p> <p>100% of the new employees assessed strongly agree that they were adequately informed about their benefits.</p> <p>71% of the staff employees "Strongly Agree" in response to the survey question referencing "When I had a problem accessing Paycor online, the Payroll Specialist helped to resolve the issue to my satisfaction". (10/14)</p>	<p>Will continue to assess the issues with plans to improve and sustain at a >90% approval for FY 2017-2018. 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 2017-2018.</p> <p>Will continue to monitor and FY 2017 – 2018. The Paycor Time and Attendance reporting was implemented to segments of the staff population. Will assess time and attendance effectiveness.</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". (3rd year of assessment)</p>	<p>Spring 2017, collaborating agencies, Ohio Alliance to End Sexual Violence, Ohio Dept of Education, Rape Crisis, and Ohio Domestic Violence, 40 on-campus training meetings for employees and members of the community. Additionally, the Title IX Officer attended 1(2-day event) off campus training seminar.</p>	<p>Will continue to assess and build programs to address campus/community awareness. As a result, established an on-campus Rape Crisis/Compass hotline for individuals.</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 2017.</p>	<p>No data. This was postponed in 2016. A survey to be developed to accompany training to monitor effectiveness.</p>	<p>Spring 2015 implemented link to website. Starting Fall 2016, quarterly employee emails are to be sent addressing awareness, sensitivity, and education of Title IX issues. 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>