

# Administrative Unit Assessment Report

**Assessment** is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

## Be sure to **SAVE** your progress as you work!

### Administrative Unit

Office of Human Resources

### Submission Year

2022-2023

### Assessment Coordinator Name

London Thomas/Kurstin LaCoste/Jessica Puckett

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klacoste@lander.edu

## Unit Goal

### Goal

#### Goal 1

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

#### Unit Goal

Update Lander University human resources policies and procedures.

#### Pillar of Success Supported

Employer of Choice

## Outcomes

### Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

#### What type of Outcome would you like to add?

Operational Outcome

#### Enter Outcome

Continue to update human resources policies and procedures to ensure that Lander's policies and

procedures are in accordance with state human resources regulations. Policies will be updated and placed on the University Policies webpage after approval has been granted.

**Timeframe for this Outcome**

Academic Year 2021-2022

**Performance Target for "Met"**

This outcome will be considered "met" when 3 of the 4 remaining policies and procedures have been removed, updated, and placed on the University Policies webpage within the 2022 calendar year.

**Performance Target for "Partially Met"**

A "partially met" level of achievement would be considered if 2 of the 4 remaining policies and procedures are removed, updated, and placed on the University Policies webpage within the 2022 calendar year.

**Performance Target for "Not Met"**

A performance target of "not met" would be considered if 1 of the 4 remaining policies and procedures are removed, updated, and placed on the University Policies webpage within the 2022 calendar year.

**Assessment Measure Used**

We will continue to focus our efforts on reviewing other policies that may need to be added to our webpage and work with our stakeholders to accomplish this goal in this assessment period.

**Frequency of Assessment**

Assessment of policies done monthly to determine stage of policy approval.

**Data Collected for this Timeframe (Results)**

The Office of Human Resources was able to produce 4 updated policies during the academic year 2021-2022, which was our target goal for this assessment period.

**Score (Met=3, Partially Met=2, Not Met=1)**

3

**Comments/Narrative**

Updating policies and procedures remains a focus for the Office of Human Resources for the upcoming assessment period for 2022-2023. We will continue to focus our efforts on reviewing other policies that may need to be added to our webpage and work with our stakeholders to accomplish this goal in this assessment period. We plan to keep this goal for this assessment period and work to update policies and procedures in accordance with state human resources regulations.

**Resources Needed to Meet/Sustain Results****Explanation of How Resources Will Be Used**

## Goal Summary

**Goal Summary/Comments**

The Office of Human Resources met their goal of updating policies and procedures during this assessment period. We will continue to focus our efforts on reviewing other policies that may need to be added to our webpage and work with our stakeholders to accomplish this goal in this assessment period.

**Changes Made/Proposed Related to Goal**

Our process for updating this goal worked for the Office of Human Resources this past assessment

period. This was a huge accomplishment and major undertaking from where we were with policies not being previously updated. We will continue to focus our efforts on reviewing other policies and work with our stakeholders to accomplish this goal in this assessment period, as has been done in the past.

#### Upload Files (if needed)

## Goal 2

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

#### Unit Goal

Increased employee engagement activities and outreach for Lander University's faculty and staff.

#### Pillar of Success Supported

Employer of Choice

## Outcomes

### Outcome 1

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Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

#### What type of Outcome would you like to add?

Operational Outcome

#### Enter Outcome

Employee Engagement activities will be scheduled for at least one event per month, either presented by the Employee Engagement Committee or in partnership with another department on campus.

#### Timeframe for this Outcome

Academic Year 2021-2022

#### Performance Target for "Met"

A performance target of "met" would be that an employee engagement event has been held at least one time per month.

#### Performance Target for "Partially Met"

A performance target for "partially met" would indicate that at least six employee engagement events out of 12 were held.

#### Performance Target for "Not Met"

A performance target of "not met" would show that only four employee engagement events were held out of 12.

**Assessment Measure Used**

Calendar to keep track of employee engagement events

**Frequency of Assessment**

Assessment to occur monthly.

**Data Collected for this Timeframe (Results)**

We were able to host 11 employee engagement events during this assessment period. In all, we held or partnered with a campus partner for 3 events.

**Score (Met=3, Partially Met=2, Not Met=1)**

3

**Comments/Narrative**

Employee engagement events allow for faculty and staff to network together in a social environment that helps bring the University closer. This will help build partnerships that can translate to a better work product for our faculty and staff. Events held during the assessment period were well-received by employees, thus making this a goal that the Office of Human Resources will continue to work towards having in the upcoming assessment period.

**Resources Needed to Meet/Sustain Results**

Budget of \$3,000 to cover expenses related to employee engagement events.

**Explanation of How Resources Will Be Used**

Resources will be used to pay for food, services, and other activities that add to the employee engagement events for Lander faculty and staff.

## Goal Summary

**Goal Summary/Comments**

Employee Engagement activities will be scheduled for at least one event per month, either presented by the Employee Engagement Committee or in partnership with another departments on campus.

**Changes Made/Proposed Related to Goal**

Events will be added to work towards meeting proposed goal of one employee engagement event per month.

**Upload Files (if needed)**

### Goal 3

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

**Unit Goal**

Increased recruitment visibility of Lander by attending more career fairs in the upcoming year.

**Pillar of Success Supported**

Employer of Choice

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### Outcome 1

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(alumni, parents, employers, etc.).

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#### **What type of Outcome would you like to add?**

Operational Outcome

#### **Enter Outcome**

The Office of Human Resources plans to attend at least two career fairs in the upcoming year.

#### **Timeframe for this Outcome**

Academic Year 2021-2022

#### **Performance Target for "Met"**

A performance target of "met" would be that the Office of Human Resources attended at least two careers fairs in the year.

#### **Performance Target for "Partially Met"**

A performance target for "partially met" would that the Office of Human Resources attended one out of at least two career fairs in the upcoming year.

#### **Performance Target for "Not Met"**

A performance target of "not met" would be no career fairs attended by the Office of Human Resources.

#### **Assessment Measure Used**

Calendar to track upcoming career fairs.

#### **Frequency of Assessment**

Assessment will occur quarterly to account for any career fairs that the Office of Human Resources may attend.

#### **Data Collected for this Timeframe (Results)**

The Office of Human Resources met our goal for 2021-2022 because we attended 3 job fairs this assessment period. This remains a focus for the upcoming assessment period depending upon availability of careers fairs..

#### **Score (Met=3, Partially Met=2, Not Met=1)**

3

#### **Comments/Narrative**

More visibility at career fairs could provide an opportunity to promote Lander as an employer of choice and provide a more face-to-face chance to interact with prospective employees. Career fairs give a chance to sell the benefits of employment at Lander and is a goal we strive to work on during the 2022-2023 assessment period.

#### **Resources Needed to Meet/Sustain Results**

Resources may include registration fees for career fairs (if needed) and travel and meal reimbursements if career fairs are held outside of Greenwood.

#### **Explanation of How Resources Will Be Used**

Funds provided will cover cost of attending careers fairs for the Office of Human Resources

## Goal Summary

### Goal Summary/Comments

The Office of Human Resources plans to attend at least two career fairs in the upcoming year.

### Changes Made/Proposed Related to Goal

Changes made will be to ensure career fairs are identified by the Office of Human Resources to meet the goal being proposed.

### Upload Files (if needed)

## Goal 4

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

### Unit Goal

Updating technological processes for the Office of Human Resources

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Employer of Choice

## Outcomes

### Outcome 1

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### What type of Outcome would you like to add?

Operational Outcome

### Enter Outcome

The Office of Human Resources will implement an Employee Performance Management System (EPMS) for use by staff in the academic period of 2021-2022.

### Timeframe for this Outcome

Fall 2020

### Performance Target for "Met"

A performance target for "Met" would be implementation of the EPMS system in the 2021-2022 period.

### Performance Target for "Partially Met"

A performance target for "Partially Met" would be an announcement of the EPMS system in the 2021-

2022 period, but no implementation for use by employees in that period.

**Performance Target for "Not Met"**

A performance target for "Not Met" means no implementation or announcement of the EPMS system in 2021-2022 period.

**Assessment Measure Used**

The EPMS system has been implemented.

**Frequency of Assessment**

The EPMS system has been implemented and on going maintenance and troubleshooting will continue to take place during this fiscal year.

**Data Collected for this Timeframe (Results)**

The EPMS system has been implemented. The review of data and ongoing maintenance will take place.

**Score (Met=3, Partially Met=2, Not Met=1)**

3

**Comments/Narrative**

The electronic EPMS system has saved time and resources for all employees at Lander as it has automated a manual process for supervisors, reviewers, employees as well as the Office of Human Resources to capture the entire EPMS process. Plans for the implementation of a new HRIS system will allow automation of many other processes within the Office of Human Resources as well as offer enhancements to current automated processes.

**Resources Needed to Meet/Sustain Results**

The enhancement of the EPMS system by adding an HRIS system will require budget approval.

**Explanation of How Resources Will Be Used**

The resources requested for this HRIS system will be used to purchase the system as well as maintenance.

## Goal Summary

**Goal Summary/Comments**

Since the EPMS system has been implemented in the 2021-2022 period our goal is to provide on going maintenance and troubleshooting during this fiscal year. The implementation of the HRIS system will allow automation of many other processes within the Office of Human Resources as well as offer enhancements to current automated processes.

**Changes Made/Proposed Related to Goal**

The implementation of the HRIS system will allow automation of many other processes within the Office of Human Resources as well as offer enhancements to current automated processes.

**Upload Files (if needed)**

## Goal 5

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

**Unit Goal**

Implement Supervisory Training.

**Pillar of Success Supported**

## Outcomes

### Outcome 1

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#### What type of Outcome would you like to add?

Operational Outcome

#### Enter Outcome

The Office of Human Resources will implement Supervisory Training for all supervisors/managers.

#### Timeframe for this Outcome

Academic Year 2021 - 2022

#### Performance Target for "Met"

A performance target for "Met" would be implementation of Supervisory Training in the 2021-2022 period.

#### Performance Target for "Partially Met"

A performance target for "Partially Met" would be an announcement of Supervisory Training in the 2021-2022 period, but no implementation for use by supervisors/managers in that period.

#### Performance Target for "Not Met"

A performance target for "Not Met" means no implementation or announcement of Supervisory Training in 2021-2022 period.

#### Assessment Measure Used

Supervisory Training has been implemented several times during this assessment period.

#### Frequency of Assessment

Assessment will occur at the end of the academic period of 2021 - 2022 to determine if implementation has happened.

#### Data Collected for this Timeframe (Results)

Supervisory training has been successfully implemented this assessment period.

#### Score (Met=3, Partially Met=2, Not Met=1)

3

#### Comments/Narrative

Supervisory Training has provided new and current supervisors with the tools to be more efficient in handling various situations that come up in the workplace. This assessment period the Office of Human Resources has provided training in the areas of Ethics, Anti-Harassment and Sexual Harassment, comprehensive supervisory training, and training as needed throughout the year.



**Resources Needed to Meet/Sustain Results**

The Office of Human Resources will work to continue to provide annual supervisory training as well as providing this on Blackboard and in webinar training as a resource. The Office of Human Resources will work with outside partners, such as SCHAC, to provide additional trainings for campus.

**Explanation of How Resources Will Be Used**

To enhance and develop supervisory knowledge and skills.

## Goal Summary

**Goal Summary/Comments**

Implementation of additional training in the 2022 - 2023 period is the goal for the Office of Human Resources.

**Changes Made/Proposed Related to Goal**

The Office of Human Resources will continue to provide additional training to enhance the knowledge, growth, and development of our supervisors, managers, and campus community.

**Upload Files (if needed)**