

Unit Assessment Plan

Submit to the Institutional Research and Assessment Office by August 1st

The goal of this unit assessment is to inform institutional effectiveness. Institutional effectiveness assessment is conducted to determine the extent to which the college is achieving its mission. The unit supports this by identifying expected outcomes, assessing the extent to which it achieves these outcomes, and providing evidence of improvement based on analysis of the results.

Plan for Next Academic/Fiscal Year: 17/18

For implementation the fiscal/academic year of: July 1, 2017

Person submitting report: Brenda Stocklin Smith

Unit name: Human Resources

Unit mission: To sustain a college community, comprised of the most creative and social beings in a productive enterprise, all working together to recruit, retain and graduate our students.

Areas included in the unit: Human Resources – Brenda Stocklin Smith

Outcomes	Outcome Target	Institutional Link
What do you want to accomplish? Please list at least two outcomes your unit will be assessing in the next few years to determine improvement in operational processes or procedures. Sometimes outcomes are listed as tasks. Outcomes are specific and measureable and can be strategic or operational.	What level of achievement do you want obtain for each outcome? The outcome target should be aggressive but attainable.	How does the outcome assist the college in achieving its mission? If outcomes support other identified institutional priorities, attach supporting institutional documentation
Outcome 1: Improve participation in employees benefits online portal for employees and to increase their perception of online enrollment.	Effective July 2017 HR is managing 100% of BC/BS insurance transaction for new employees via online portal. Target will be that HR will do 100% of changes online during open enrollment with training sessions to follow after the first of the year for employees to manage their own changes.	Managing benefits online expedites the enrollment process for the employee and the dependents; therefore they receive their insurances cards faster. HR is able to submit a change of address, name change, etc., therefore providing better customer service.
Outcome 2: Determine if Title IX programming is seen as valuable and try to improve employee's perception.	90% of the employee professional development programming has occurred	College employees are given opportunities to increase their knowledge, skills and abilities which are applied to their jobs daily.
Additional Outcomes (optional):		
Performance Indicators		
What will you do to achieve your outcomes? Identify the performance indicators you will be using to assess achievement of your outcomes. Select your most important indicators. Use should have at least two performance indicators for each outcome.		
Outcome 1: Utilize Blues Enroll, Human Resources shared services site, Benefits Direct / Flex Made Easy Web Portal to track employee benefits for all benefits transactions and reporting.	Outcome 2: Continue to develop a professional development calendar for each academic year. Partner with college departments to present fall and spring workshops.	Additional Outcomes (optional):
Assessment Measures		
How and when will you measure your success? Identify at least two ways of measuring each outcome. At least one measure for each outcome should be a direct measure. Direct measures are quantifiable.		

<p>Outcome 1 Direct method: Run monthly reports and confirmation statements when necessary. Other methods: Provide individualized employees training on benefits technology.</p>	<p>Outcome 2 Direct method: Met the outcome target goals. 90% of employees' professional development programing has occurred. Other methods: Supervisors identify professional development opportunities and staff attends those opportunities.</p>	<p>Additional assessment (optional): Direct method: Other methods:</p>
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Assessment committee feedback:

Unit Assessment Timeline	
August 1	Assessment plan due for current fiscal year.
September 1	Assessment committee provides feedback
September 14	Any clarification or changes need to the plan are resubmitted to the assessment committee
Academic Year	Implement the assessment plan.
August 1	Final report from the previous fiscal year is due and upcoming assessment plan for the current fiscal year.

Assessment Glossary

Direct measure: data—evaluates actual performance, is quantifiable. Examples: number of reported crimes on campus, number of outstanding tuition payments, service will be provided within two days of request, retention data, time, cost, productivity

Indirect measure: evaluates perceived performance, is qualitative, based on feelings or perceptions. Examples: surveys, focus groups, perceived efficiencies

Institutional effectiveness: Assessment to determine the extent to which a college or university is achieving its mission. The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.

Performance indicator: A means of objectively quantifying results of products, projects, services, or programs.

Strategic outcome: Implementation of initiatives intended to contribute to a strategic goal. There is an impact on goal performance to do that implementation.

Operational outcome: Addresses regular operational or procedural tasks. Generally provide service or product. Direct and indirect effects on stakeholders.

SAMPLE UNIT ASSESSMENT PLAN

Plan for Next Academic/Fiscal Year:

Date: July 28

Person submitting report: Your name

Unit name: Facilities Management

Unit mission: To provide an attractive, clean, and safe environment to learn and work in

Areas included in the unit: facilities management

Outcomes	Outcome Target	Institutional Link
<p>What do you want to accomplish? Please list <u>at least two</u> outcomes your unit will be assessing in the upcoming year to determine improvement in operational processes or procedures. Sometimes outcomes are listed as tasks. Outcomes are specific and measurable and can be strategic or operational.</p>	<p>What level of achievement do you want obtain for each outcome? The outcome target should be aggressive but attainable.</p>	<p>How does the outcome assist the college in achieving its mission? If outcomes support other identified institutional priorities, attach supporting institutional documentation</p>
<p>Outcome 1: Provide a safe, orderly, clean, and visually appealing exterior environment (grounds)</p> <p>Outcome 2: Protect and maintain buildings and building systems and equipment through preventive and corrective maintenance programs.</p> <p>Additional Outcome(s) (optional): Outcome 3: Reduce maintenance costs while maximizing efficient operations.</p>	<p>Zero negligence reports due to grounds related issues</p> <p>15% of work orders will be preventive, 10% or less change in volume of total work orders</p> <p>5% or less increase in cost per square foot compared to last year.</p>	<p>Provides a conducive environment to learn and work safely.</p> <p>Same as Outcome 1</p> <p>Same as Outcome 1</p>
Performance Indicators		
<p>What will you <u>do</u> to achieve your outcomes? Identify the performance indicators you will be using to assess achievement of your outcomes. Select your most important indicators. Use should have <u>at least two</u> performance indicators for each outcome.</p>		
<p>Outcome 1-Examine academic and athletic scheduling to determine best times to mow, trim, collect trash, etc. with minimal impact to college functioning. Conduct periodic inspections. Prioritize grounds keeping needs and address most pressing needs and non-budget impacting needs first.</p>	<p>Outcome 2-Send periodic campus messages asking to identify any preventative issues, prioritize preventative issues, complete those most likely to interfere with college building functioning.</p>	<p>Additional Outcomes-Outcome 3- monitor budget requests and deny anything but essential work as fiscal year comes to a close, monitor contractual and commodity spending, review processes, procedures, or changes that result in estimated cost savings or efficient operations.</p>
Assessment Measures		
<p>How will you measure your success? Identify <u>at least two</u> ways of measuring each outcome. At least one measure for each outcome should be a direct measure. Direct measures are quantifiable.</p>		

Outcome 1

Direct method: Track and record number of negligence grounds-related reports at the end of each fiscal year to determine total number of reports.

Other methods: Track number of complaints each fiscal year related to daily tasks such as mowing, trimming, emptying trash, etc. to determine disruption to institutional functioning.

Outcome 2

Direct method: Compare ratio of completed corrective vs. preventive work orders each fiscal year to the previous year.

Other methods: Track each fiscal year, the number of mechanical or electrical failures that result in building or system interruptions

Additional assessment methods:

Outcome 3: Direct: Each fiscal year, calculate cost per square foot compared to last year. Indirect: Record each fiscal year changes in processes, procedures to determine estimated cost savings or more efficient operations.

Assessment Committee feedback: