

**Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units**

Unit Name:

Human Resources

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

March 1, 2008 to January 31, 2009

Unit Coordinator (Preparer of Report):

Sandra V. Pena

List Other Report Contributors (if applicable):

N/A

The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

Goal 5 Human Resources

5.1 Support an environment that is conducive to teaching and learning.

Institutional Mission

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society ... Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Administrative or Educational Support Unit Mission

The Office of Human Resources will recruit, retain, and develop quality staff committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally-diverse state, national, and global society. The Office of Human Resources provides services for the areas of: benefits; employment; leave; performance evaluations; employee relations; policies, regulations, and rules; compensation; immigration services; staff development; HR communication; and Affirmative Action.

Provide summary of the last cycle's use of results and changes implemented

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit, and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

#1 COMPETITIVE COMPENSATION - criteria was not met; was a continuation of previous outcome.

Compensation continues to be a high priority during each budget cycle, and the following initiatives were undertaken:

- (a) a compensation study was conducted and salary adjustments (increases) were implemented October 2006;
- (b) positions are surveyed to ensure equity and competitiveness;
- (c) during each budget cycle, merit, equity, and pay scale increases are reviewed and considered; and
- (d) merit increases were applied effective 9/1/08.

#2 COMMUNICATION OF POLICY & RULES - criteria was not met; was a continuation of previous outcome.

Although criteria was not met, our "satisfactory or better" rating did improve from last year (from 82% to 86%), and the following initiatives were undertaken:

- (a) HR promotes the System online training modules for general policy;
- (b) HR uses a variety of mediums to better inform employees of policy and rules (i.e., email, HR newsletter, training workshops, online training modules);
- (c) HR disperses regular reminders to employees (via email and/or HR newsletter) about the online availability of policy and rules; and
- (d) HR more consistently publishes the monthly HR newsletter, a main medium for communication of HR policies and information.

#3 ONLINE EMPLOYMENT SYSTEM - criteria was not met; was a continuation of previous outcome.

The following initiatives were undertaken:

- (a) HR provides hiring supervisors online resources that give guidance for interviewing, checking references, etc.;
- (b) starting 9/2007, HR increased the size of TAMIUWorks Sunday classified ads from 2X5 to 2X6;
- (c) HR uses checklists to ensure accuracy and consistency throughout the recruitment and hiring process;
- (d) effective 9/2008, via TAMIUWorks, HR automated the PD (Position Description) which is an integral part of the advertising and hiring process;
- (e) starting 9/2008, HR provides monthly user training for the online employment system (TAMIUWorks);
- (f) HR continually works with PeopleAdmin to modify/improve the functionality and ease-of-use of TAMIUWorks; and
- (g) HR is working to automate the action form (via the Electronic Personnel Action) which is an integral part of the hiring process.

List of unit-level outcomes

It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

- 1. Provide effective communication of System Policy and University Rules.**
- 2. Provide an effective leave and time-keeping process via the web-based systems called LeaveTraQ and TimeTraQ.**
- 3. Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.**

Section I: Planning and Implementation

Outcome(s): *Identify the outcome(s) that will be focused upon this year.*

OUTCOME #1: Provide effective communication of System Policy and University Rules.

OUTCOME #2: Provide an effective leave and time-keeping process via the web-based systems called LeaveTraq and TimeTraq.

OUTCOME #3: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained.

During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate “Y” if currently being used; “N” if not currently being used but interested in using; and “NA” if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)			X	
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)			X	
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)			X	
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	X			The 2008 Finance & Administration Division – Service Quality Survey was applied to all 3 outcomes.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)			X	
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)			X	
Staff discussions or evaluations of services to clients			X	
Standards/guidelines provided by professional associations			X	
Standards set by federal, state, county, city or system regulations			X	
External evaluations or auditors			X	
Benchmarks or comparisons with peer			X	

institutions				
Other			X	

Criteria/Benchmark(s):

Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

For all 3 outcomes (listed below), we are using the “2008 Finance & Administration Division-Service Quality Survey” to survey existing employees and measure the effectiveness of each outcome. For all 3 outcomes, a rating of satisfactory or better will be reached on 90% of the responses.

OUTCOME #1: Provide effective communication of System Policy and University Rules.

OUTCOME #2: Provide an effective leave and time-keeping process via the web-based systems called LeaveTraq and TimeTraq.

OUTCOME #3: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

Section II: Analysis of Results

What were the results attained?

Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:

OUTCOME #1: Provide effective communication of System Policy and University Rules.

A rating of satisfactory or better was reached on 85% of the responses.

OUTCOME #2: Provide an effective leave and time-keeping process via the web-based systems called LeaveTraq and TimeTraq.

A rating of satisfactory or better was reached on 95% of the responses.

OUTCOME #3: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

A rating of satisfactory or better was reached on 82% of the responses.

What were the conclusions reached?

Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found at <http://www.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

OUTCOME #1: Provide effective communication of System Policy and University Rules.

Criteria was not met.

OUTCOME #2: Provide an effective leave and time-keeping process via the web-based systems called LeaveTraq and TimeTraq.

Criteria was met.

OUTCOME #3: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

Criteria was not met.

Describe the action plan formulated. (The plan may be multi-year in nature.)

Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

OUTCOME #1: Provide effective communication of System Policy and University Rules.

Criteria was not met. HR will:

- (a) continue to promote the System online training modules for general policy;
- (b) continue to use a variety of mediums to better inform employees of policy and rules (email, HR newsletter, training workshops, online training modules);
- (c) continue to disperse regular reminders to employees (via email and/or HR newsletter) about the online availability of policy and rules; and
- (d) continue to consistently publish the monthly HR newsletter, a main medium for communication of HR policies and information.

OUTCOME #2: Provide an effective leave and time-keeping process via the web-based systems called LeaveTraq and TimeTraq.

Criteria was met. HR will continue to provide monthly user training for LeaveTraq and TimeTraq.

OUTCOME #3: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

Criteria was not met. HR will:

- (a) continue to provide hiring supervisors online resources that give guidance for interviewing, checking references, etc.;
- (b) continue to use checklists to ensure accuracy and consistency throughout the recruitment and hiring process;
- (c) continue to provide monthly user training for the online employment system (TAMIUWorks);
- (d) continue to work with PeopleAdmin to modify/improve the functionality and ease-of-use of TAMIUWorks; and
- (e) automate the action form (via the Electronic Personnel Action) which is an integral part of the hiring process by Fall 2009.

Section III: Resources

Resource(s) to implement action plan:

Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding

- New Resources Required
- Reallocation of current funds

Physical

- New or reallocated space

Other

- Primarily faculty/staff time
- University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

The HR staff will need to direct a significant amount of their time to the following projects: automating the action form (via the Electronic Personnel Action) which is an integral part of the hiring process, and offering monthly user training for TAMIUWorks.

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):

Due to the recent implementation (in 9/2008) of the automated PD on TAMIUWorks and monthly user training for TAMIUWork we started providing in 9/2008, it is important that we continue to measure our progress. The following present outcome will continue for next year:

Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

New Outcome(s) – (List outcomes below):

Provide effective communication of HR news & information (via newsletter, email, website).

Provide effective communication of benefits issues & information (via HR orientation, Annual Enrollment, newsletter, email, website).

Modification of present outcome(s) – (Indicate reason for modification):

N/A

Date Completed:

2/17/09

Submit completed form to integrate@tamiu.edu.