

**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:

January 1, 2009 to February 1, 2010

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 COMMUNICATION OF POLICY & RULES - criteria was not met; this is a continued outcome since 2004.

This outcome has been assessed continuously since 2004, and the "satisfactory or better" rating has remained relatively steady over the years, averaging 85%. 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, newsletter, HR e-Blast, training workshops, online training modules);
- (c) HR disperses regular reminders to employees (via email, newsletter, HR e-Blast) about the online availability of policy and rules.

#2 LEAVE AND TIME-KEEPING SYSTEMS - criteria was met; this is first year to assess this outcome.

This is the first year to assess this outcome. HR regularly provides user training for LeaveTraq and TimeTraq. Employees have become very familiar and comfortable with the use of these 2 web-based systems.

#3 ONLINE EMPLOYMENT SYSTEM - criteria was not met; this is a continued outcome since 2007.

This outcome has been assessed continuously since 2007, and the “satisfactory or better” rating did improve from the previous year (from 80% to 82%). The following initiatives were undertaken:

- (a) HR provides hiring supervisors online resources that give guidance for interviewing, checking references, etc.;
- (b) HR uses checklists to ensure accuracy and consistency throughout the recruitment and hiring process;
- (c) effective 9/2008, via TAMIUWorks, HR automated the PD (Position Description) which is an integral part of the advertising and hiring process;
- (d) HR regularly provides user training for TAMIUWorks;
- (e) HR continually works with PeopleAdmin to modify/improve the functionality and ease-of-use of TAMIUWorks; and
- (f) 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 an effective recruitment and hiring process via the online employment system called TAMIUWorks.
2. Provide effective communication of HR news & information (via HR-eBlast, UConnect, webpage, etc.)
3. Provide effective communication of benefits news & information (via orientation, annual enrollment, HR-eBlast, UConnect, webpage, etc.)

Section I: Planning and Implementation

Outcome(s)

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

OUTCOME #1: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

OUTCOME #2: Provide effective communication of HR news & information (via newsletter, HR-eBlast, UConnect, website, etc.)

OUTCOME #3: Provide effective communication of benefits issues & information (via HR orientation, Annual Enrollment, newsletter, HR-eBlast, UConnect, website, etc.)

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 2009 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 institutions			X	
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 “2009 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 an effective recruitment and hiring process via the online employment system called TAMIUWorks.

OUTCOME #2: Provide effective communication of HR news & information (via newsletter, HR-eBlast, UConnect, website, etc.)

OUTCOME #3: Provide effective communication of benefits issues & information (via HR orientation, Annual Enrollment, newsletter, HR-eBlast, UConnect, website, etc.)

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

A rating of satisfactory or better was reached on 79% of the responses.

OUTCOME #2: Provide effective communication of HR news & information (via newsletter, HR-eBlast, UConnect, website, etc.)

A rating of satisfactory or better was reached on 87% of the responses.

OUTCOME #3: Provide effective communication of benefits issues & information (via HR orientation, Annual Enrollment, newsletter, HR-eBlast, UConnect, website, etc.)

A rating of satisfactory or better was reached on 87% 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 on the Project Integrate web page at <http://www.tamiau.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamiau.edu.

OUTCOME #1: Provide an effective recruitment and hiring process via the online employment system called TAMIUWorks.

Criteria was not met.

OUTCOME #2: Provide effective communication of HR news & information (via newsletter, HR-eBlast, UConnect, website, etc.)

Criteria was not met.

OUTCOME #3: Provide effective communication of benefits issues & information (via HR orientation, Annual Enrollment, newsletter, HR-eBlast, UConnect, website, etc.)

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

Criteria was not met. HR will:

- (a) continue providing hiring supervisors resources that give guidance for using TAMIUWorks, advertising/hiring procedures, interviewing, checking references, etc.;
- (b) continue using checklists to ensure accuracy and consistency throughout the advertising/hiring process;
- (c) continue conscious effort to process "paperwork" within 1-3 days (as per Division Metrics);
- (d) continue providing user training for the online employment system, TAMIUWorks;
- (e) continue working with PeopleAdmin to modify/improve the functionality and ease-of-use of TAMIUWorks;
- (f) automate action form (via the Electronic Personnel Action) which is an integral part of the hiring process by Fall 2010.

OUTCOME #2: Provide effective communication of HR news & information (via newsletter, HR-eBlast, UConnect, website, etc.)

Criteria was not met. HR will:

- (a) continue use of a well-developed, year-round "follow-up" system that reminds HR to remind employees of important dates and information regarding HR issues;
- (b) make communication pieces (emails, HR e-Blasts, UConnect announcements, website, etc.) short, simple, and to-the-point to ensure they are convenient and easy to read and understand;
- (c) continue using latest technology and seeking innovative ways to communicate important HR information to employees.

OUTCOME #3: Provide effective communication of benefits issues & information (via HR orientation, Annual Enrollment, newsletter, HR-eBlast, UConnect, website, etc.)

Criteria was not met. HR will:

- (a) continue use of a well-developed, year-round "follow-up" system that reminds HR to remind employees of important dates and information regarding benefits issues;
- (b) make communication pieces (emails, HR e-Blasts, UConnect announcements, website, etc.) short, simple, and to-the-point to ensure they are convenient and easy to read and understand;
- (c) continue using latest technology and seeking innovative ways to communicate important benefits information to employees.

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: (1) automating the action form (via the Electronic Personnel Action) which is an integral part of the hiring process; (2) working with PeopleAdmin to modify/improve the functionality and ease-of-use of TAMIUWorks; and (3) offering user training for the online employment system, TAMIUWorks.

Identify proposed outcomes for the next assessment cycle:

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

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

It is important that we continue to measure the progress of Outcome #1. We will have it continue next year for this reason: In September 2008, the TAMIUWorks PD and Evaluation modules were incorporated to work together with the existing Advertising/Hiring module. Although, PD's and evaluations are different processes than the recruitment and hiring process, since the expansion, all employees are required to use TAMIUWorks. Some are new users while previous users are "re-learning" so employees may be feeling unfamiliar and uncomfortable using TAMIUWorks.

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

Provide efficient responses to questions and in providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.)

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

Provide effective communication of news and information about benefits and other HR related issues (orientation, annual enrollment, HR e-Blast, UConnect, webpage, etc.)

Since criteria was not met for Outcomes #2 and #3, we will continue them for next year. However, we will consolidate the 2 into one Outcome that measures general HR communication.

Date Completed:

3/8/2010

Submit completed form to integrate@tamiu.edu.

Updated 9/2009