Barstow Community College

NON-INSTRUCTIONAL PROGRAM REVIEW

PROGRAM: Human Resources

Academic Year: 2013-14   **Date Submitted:** 10-25-13

By:

Lead: Trinda Best

Members: Paulette Pereira

1. Mission and Vision
2. Description and Overview
3. Data
4. Policies & Processes
5. Internal Factors
6. External Factors
7. Continuing Education and Professional Development
8. Prior Goals and Objectives
9. Action Plan: Goals/Objectives/Actions
10. Resources

1. Mission and Vision

A. Service Area/Administrative Unit Mission

> The mission of the HR department is to serve the interests of Barstow College by providing quality services in all HR related areas which consistently meet a standard of professional excellence and effectiveness.

B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

> This vision of the department is to increase services and efficiencies in human resource services.

C. Describe how mission and vision align with and contribute to the College's Mission and Vision

> By supporting staff, administration and the Board of Trustees the HR Department is able to help foster an innovative learning environment, offer programs in basic skills, career and technical education and transfer ready programs, promote quality student engagement, provide counseling and promote professional development.

DATE:	
ANNUAL UPDATE #1:	
DATE:	
ANNUAL UPDATE #2:	

2. Service Area/Administrative Unit Description and Overview

Assume the reader does not know anything about the Service Area or Administrative Unit. Describe the unit, including—but not limited to—the following:

A. Organization, including staffing and structure

B. Who do you service (including demographics)?

C. What kind of services does your unit provide?

D. How do you provide them?

> Current staffing: Vice President of HR; HR technician (vacant) and one HR Assistant. The department services all employees and the Board of Trustees. The department provides all traditional HR services including recruiting employees, administering benefits, contract negotiations and administration, professional development activities, monitoring performance evaluations, handling grievances and other personnel related matters.

DATE:	
ANNUAL UPDATE #1:	
DATE:	

ANNUAL UPDATE #2:	

3. Data

A. ASSESSMENT DATA

1) List all quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.

> Completed performance evaluations, successful employee searches, number of professional development activities, increased diversity of applicant pools, and efficient and effective benefits administration.

2) Summarize the results of these measures.

> These measures were established Fall 2013

B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES (SAO/AUO)

1) Summarize the progress your unit has made on SAO/AUO measures you have applied since your last program review.

2) Describe any improvements made by your unit as a result of the outcomes assessment process. What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan* to implement, as a result of your analysis of these measures? *(*List any resources required for planned implementation in #10: Resources.)*

DATE:	
ANNUAL UPDATE #1:	

DATE:	
ANNUAL UPDATE #2:	

4. Policies & Processes

A. What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit? *(BCC BP/AP; Federal, State & local regulations; departmental guidelines)*

> Implementation of the Affordable Care Act.
> Enforcement of vacation accumulation Board policy.

B. Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.

> The HR Department will now have to enforce and monitor work hours of part-time employees, as well as inform managers/administration of vacation accumulation of all employees. Training will have to take place to remain current on all Affordable Care Act policies.

C. In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, or deleted?

> A complete overhaul of procedures in HR needs to take place to achieve efficiencies in employment application procedures (implement applicant tracking software), travel reimbursement for candidates, and performance evaluation tracking software.

DATE:	
ANNUAL UPDATE #1:	
DATE:	
ANNUAL UPDATE #2:	

5. Internal Factors *(see Handbook for worksheet)*

A. Strengths

> Qualified and dedicated staff, open door policy, successful employee recruitments.

B. Weaknesses

> Manual performance evaluation tracking, a non user-friendly employment application process, office organization and efficiency declining due to minimal staff further compounded by a recent resignation, lack of a benefits administrator, inability to respond in a timely manner to employees with issues. Lack of professional development plan and staffing plan.

DATE:	
ANNUAL UPDATE #1:	
DATE:	
ANNUAL UPDATE #2:	

6. External Factors *(see Handbook for worksheet)*

A. Opportunities

> Implementation of applicant tracking software, implementation of performance evaluation tracking software, filling vacant position with a quality candidate, procuring an additional employee

dedicated to benefits administration and worker's compensation, procuring an additional employee to support the administration function of the office, and the implementation of a professional development and staffing plan.

B. Threats

State budget that restricts College support. Changing health care and labor laws. Accreditation requirements regarding professional development.

DATE:	
ANNUAL UPDATE #1:	
DATE:	
ANNUAL UPDATE #2:	

7. Continuing Education/Professional Development

A. What continuing education and/or professional development activities have program/unit members participated in during the current cycle?

Association of Chief Human Resources Officers

B. What are the continuing education and/or professional development plans for the upcoming cycle?

Continued membership and participation in College professional development activities.

DATE:	
ANNUAL UPDATE #1:	
DATE:	
ANNUAL UPDATE #2:	

8. Prior Goals/Objectives

Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

#1 – no progress
#2 - met

DATE:	
ANNUAL UPDATE #1:	
DATE:	
ANNUAL UPDATE #2:	

9. Goals/Objectives/Actions (ACTION PLAN)

A. **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.

B. **ALIGNMENT:** Indicate how each Goal is aligned with the College's Strategic Priorities.

C. **OBJECTIVES:** Define Objectives for reaching each Goal.

D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.

E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.

F. **ADDITIONAL INFORMATION:** This provides space for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to Institutional Planning. This may include references to other institutional documents, such as governing or compliance documents (i.e. Board Policy, Administrative Procedures, Title V), institutional planning documents (i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan), or Board, Presidential, Supervisory or Departmental recommendations or goals, etc. *(See Handbook for additional examples.)*

Complete the following table with your Program's **ACTION PLAN**, which must include a **minimum of 3 goals**:

	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
			ACTION PLAN		
#1	Implementation of Neogov software (applicant tracking)	*List all that apply: All that support providing quality employees to support students*	#1 fully operational of software	Populate software with appropriate BCC info	A professional, user-friendly application process
			#2 training on software usage	Professional development	
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#2	Implementation of OnBoard employee orientation software to provide new employees with essential information	*List all that apply: All that support providing quality employees to support students*	#1 Fully operational of software	Populate software with appropriate BCC info	A thoroughly informed employee
			#2 Training on software usage	Professional development	
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#3	Implementation of performance evaluation tracking software	*List all that apply: All that support providing quality employees to support students*	#1Fully operational software	Populate software with appropriate BCC info	Completed employee performance evaluations in a timely manner.
			#2 Training on software usage	Professional development	
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			

ACTION PLAN

	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
	DATE:	ANNUAL UPDATE #2:			
#4	Submission of the convincing BAP to procure a Benefits Administrator	List all that apply: All that support providing quality employees to support students	#1 Additional staff member to administer BCC benefits	Compilation of qualitative data and write a thorough narrative	Submission of convincing BAP
			#2		
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#5	Submission of a BAP to support and procure Administrative Support as previously recommended in Phase II of Reorganization January 2011.	List all that apply:	#1 Additional staff member to fully support VP, HR	Compilation of qualitative data and write a thorough narrative	Submission of convincing BAP
			#2		
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#6		List all that apply:	#1		
			#2		
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			

ACTION PLAN				
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
DATE:	ANNUAL UPDATE #2:			

10. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 3.C.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1,2,3		Temporary employee	15,000	Yes	
4		Benefits administrator	80,000	Yes	
5		Administrative Support	80,000	Yes	

ANNUAL UPDATE #1:   DATE: [   ]

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source

ANNUAL UPDATE #2:   DATE: [   ]

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source