

**Human Resources Department
Annual Unit Plan for Academic Year 2016-2017
October 2015**

Describe Department/Unit

Mission/Connection to College Mission

Human Resources at Cerro Coso Community College contributes to the college mission by ensuring we have the highest quality and most capable staff to instruct and serve a diverse student body. Application of consistent HR functions district-wide ensures the highest standard of working conditions for faculty and staff, which promotes a quality learning environment.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity

Outcomes Assessment: Overall Report

There were no administrative unit outcomes assessed in the prior year since the first Human Resources Program Review was completed in April 2015. The administrative unit outcomes listed below will be measured during the 2015-2016 academic year.

1. 80% of staff will report receiving timely, accurate information from human resources.
2. 80% of staff will report the recruitment process attracts the most qualified staff and faculty to serve our students.
3. 80% of staff will report human resources supports the district's goals of equal opportunity, diversity and cultural competency to foster a diverse workforce.

Outcomes Assessment: Gaps Identified in Prior Year's Assessments

N/A at this time

Type:

AUO

Target Missed/Gap Detected:

Type of Gap:

Analysis and Plan:

Administrative Unit Outcomes will be measured during the 2015-2016 academic year.

Progress Made on Program Review

Human Resources

Year of Last Program Review:

2015

Progress in the last year on two-year strategies:

1. Complete implementation of the web time entry (WTE) project.

Temporary hourly and professional expert employees moved to WTE in July 2015. The final implementation will include permanent, hourly employees and absence reporting for all employee groups. Training and testing of this final phase to begin within the 2015-2016 academic year with final implementation no later than summer 2016.

2. Implement improvements to the electronic employment applicant tracking system for both employees and applicants to navigate within the system.

District HR has been working diligently to improve areas within the applicant tracking system, People Admin. One improvement recently initiated involves automatic notifications to applicants. These notifications are now automatically sent through the system, which is a task that was very time consuming for the HR assistant. Improvements continue and will be ongoing.

3. Improve customer service with departments and the public to increase the satisfaction rates of the college Human Resources Department.

The college Human Resources Department makes every effort to assist all staff and the public with any questions or requests. This is ongoing and continuous.

Progress in the last year on five-year strategies:

1. Move to electronic workflow processes such as position workflows, benefit management, family care and medical leave tracking and evaluation tracking.

This goal was also identified at the District HR Retreat in August 2015. Since that time HR staff have been tasked to research our existing capabilities and begin identifying processes in order to move toward electronic workflow. Within the next few months we plan to identify the Human Resources Information System (HRIS) that will be the most efficient when moving in this direction.

Progress Made on Prior Year Initiatives

Review recruitment and selection process in identifying ways to improve the process and ensure a diverse workforce representative of the students served.

This is ongoing, however, over the past year, HR has identified and removed roadblocks to eliminate delays in the process. One such delay was the approval structure. By authorizing the Vice Chancellor of HR to serve as designee to review and approve replacement, interim and temporary requisition requests, the length of time for initial recruitment has been reduced.

District HR has also developed a report to track all open recruitments. By updating and reviewing this report regularly, delays can be identified and issues resolved in order for the process to continue in a timely manner. District HR also revised the minimum qualifications screening process to make it more efficient and timely for committee members. This has reduced the time frame for open recruitments, which ensures retention of strong applicant pools.

The district approved its first comprehensive Equal Employment Opportunity (EEO) and Staff Diversity (SD) Plan in June 2014. HR developed this document out of the new legal requirements in Title 5 and using the model EEO template from the system

chancellor's office. The plan extensively details accountability measures for fulfilling the district's focus on diversifying its workforce to reflect the students and service area it presently serves.

In addition, District Human Resources has restructured faculty, classified and management salaries which contributes to attracting and retaining a diverse workforce.

Measure of success: Time from position requisition to position filled. Applicant pool size, number of qualified applicants, and demographics of qualified applicants.

Improve HR payroll processing to reduce payroll errors, ensure accurate and timely pay, and reduce work load

Web Time Entry (WTE) and Faculty Load and Compensation (FLAC) are two (2) functions designed to eliminate manual payroll processing and reduce errors.

Implementation of WTE for temporary hourly employees and professional experts took place during summer 2015. Final implementation to permanent, hourly employees and professional experts to take place by summer 2016.

FLAC has been used over the past several semesters. Improvements to FLAC were made in spring 2015 and continue.

Measure of success: Number of payroll errors and delays in employees being paid timely. Completion of projects.

Provide Management, Faculty, and Staff annual training related to HR for professional development

This initiative is ongoing. HR will continue to plan, coordinate and provide HR related training topics throughout the year including flex days and classified. Opportunities that were provided last year include:

*Mandatory sexual harassment prevention training for supervisors provided by general counsel.

*Online trainings/webinars for management district-wide from Liebert, Cassidy & Whitmore (LCW).

*Professional development manual presented to the college administrative team listing 22 workshops for staff, several to be conducted throughout the year.

*Diversity training presented to all managers at an administrative advance training and the Kern Community College District Leadership Academy.

*Introduction and training for web time entry.

*Introduction to the new online human resources procedure website.

Measure of success: Completion of workshops/trainings.

Analyze Campus HR positions to determine appropriate staffing

This is ongoing. HR continues to focus on aligning procedures district-wide and ensure consistency of all HR functions between departments, within the college and district-wide in order to provide the highest quality service to faculty, staff and the public.

An Online Procedure Website Guide has been developed. HR will continue to add procedures, as necessary, to clarify processes and bring a consistent application of procedures district-wide.

Measure of success: Number of calls for assistance with employment actions.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Reduce delays with the pre-employment process for new hires

Action Plan:

Currently, it can take several weeks to begin the pre-employment process once a finalist is selected for a position. Reference checks need to be completed before an offer can be made to the candidate. This can be time consuming and therefore delay the process. District HR is currently working with an outside vendor, Talent Wise, who would perform all reference and background checks for new hires district-wide. This would reduce delays that might occur and be a cost savings, reducing the need for livescan processing be done for all employment classifications.

In addition, District HR is identifying areas to move toward electronic workflow processes. This will include looking at electronic pre-employment and health benefit documents. This will streamline the pre-employment process and eliminate delays in processing.

Measure of Success:

Analysis of time from the beginning of the recruitment process to the time a person is hired. Applicant pool size, number of qualified applicants and outcome of recruitment. Applicant inquiries and need for assistance.

Person Responsible:

District HR with input from college HR managers

It directly addresses a college Strategic Goal or Objective

College strategic goal #5: Organization Effectiveness. Improving internal processes and providing consistency throughout the district, ensure improvement to institutional effectiveness. This also supports the district human resource's mission by continuing to improve the quality of effective HR practices.

Review district-wide HR functions

Action Plan:

Due to limited resources, HR functions continue to be reviewed at district and the colleges to ensure the department is operating efficiently district-wide.

The district just hired the Human Resources Administration Manager position which has been lacking at the district HR office for several years. This position will be responsible for overseeing the day-to-day HR operations district-wide. This person will continue to find ways to streamline processes for efficiency.

A request for a full time Department Assistant or Human Resources Assistant was put in last year's unit plan and program review. Due to budget constraints, recruitment for this position has been frozen. Two positions were added at the district office and will be responsible to assist and handle work from all three campuses equally. An analysis still needs to be completed to determine what work can be moved to the district office in order to alleviate the workload for the Cerro Coso HR staff.

One area already reviewed is the payroll department. The department is currently going through restructuring which will increase productivity and effectiveness for this office.

Additional areas and tasks within HR will also be evaluated for continued improvements to all processes.

Measure of Success:

Analyze time to complete assignments and effectiveness specific tasks.

Person Responsible:

District HR and College HR Manager

It directly addresses a college Strategic Goal or Objective

College strategic goal #5: Organization Effectiveness. Improving internal processes and providing consistency throughout the district, ensure improvement to institutional effectiveness. This also supports the district human resource's mission by continuing to improve the quality of effective HR practices.

Attract and retain qualified and diverse candidates for positions at all levels

Action Plan:

Utilize the strategies outlined in the Equal Employment Opportunity (EEO) and Staff Diversity (SD) plan to promote a diverse workforce. Solicit and implement recommendations from the district-wide EEO Advisory Committee to better address under represented groups.

Increase diversity advertising to attract more diverse pools. Currently we advertise in the following places:

*Local area newspapers

*Monster

*CCC Registry

*Craigslist

*HigherEdJobs.com

*ChronicleVitae.com

*Edjoin.org

*AsiansInHigherEd.com

*BlacksInHigherEd.com

*HispanicsInHigherEd.com

*Specialized discipline periodicals by request

District HR is currently working with our advertising vendor, Job Elephant to include more focused diversity advertising.

Measure of Success:

Distribution of a cultural climate survey. Analysis of applicant pool size, number of qualified applicants and demographics of qualified applicants.

Person Responsible:

District HR

It directly addresses a college Strategic Goal or Objective

Evaluate Resource Needs

Facilities

None

Information Technology

None

Marketing

None

Professional Development

Participation in The Association of Chief Human Resources Officer (ACHRO) conference and training programs.

Participation in Central Valley Human Resources Consortium Training.

Participation in Southern 30 Human Resources Consortium Training.

online trainings from Liebert, Cassidy & Whitmore (LCW).

Various HR related trainings.

Staffing Requests

1000 Category - Certificated Positions

None

Location:

Justification:

2000 Category - Classified Staff

None

Location:

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification: