

**Human Resources Department
Annual Unit Plan for Academic Year 2017-2018
October 2016**

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, however improvements are ongoing in order to address gaps identified in the 2014 Human Resources Program Review.

80% of staff will report receiving timely, accurate information from human resources.

In September 2016 a part-time Human Resources Assistant was hired. By adding this position, we anticipate better service to all employees and the public.

80% of staff will report the recruitment process attracts the most qualified staff and faculty to serve our students.

It is important that applicants have a positive experience during the application and recruitment process. HR has made improvements to the online applicant tracking system and is now utilizing an automatic email notification function which enables timely responses candidates. In addition, we are in the process of revising all adjunct recruitment pools for easier access to view applications and reduce delays in responding to candidates.

80% of staff will report human resources supports the district's goals of equal opportunity, diversity and cultural competency to foster a diverse workforce.

Focus remains on advertising to attract a diverse workforce. In addition, the Equal Employment Opportunity (EEO) and Staff Diversity (SD) Committee play a proactive role to enhance diversity and cultural competence within the district. The committee has been active over the past year identifying areas for improvement.

The administrative unit outcomes will be measured during the 2016-2017 academic year.

Outcomes Assessment: Gaps Identified in Prior Year's Assessments

Type:

AUO

Target Missed/Gap Detected:

Climate surveys have not been completed to measure prior year gaps. Distribution of climate surveys will be done during Spring

2017.

Type of Gap:

Need to improve customer service. Need to improve operational processes.

Analysis and Plan:

Progress Made on Program Review

Human Resources

Year of Last Program Review:

2014

Progress in the last year on two-year strategies:

1. Complete implementation of the web time entry project.

All temporary hourly and professional expert employees were transitioned to the web time entry system in July 2015.

The final phase will be to include permanent, part-time hourly employees this next year and then move to electronic leave posting.

2. Implement improvements to the electronic employment applicant tracking system.

This is ongoing, however we have made some significant improvements. An automatic email notification feature has been enabled to ensure faster notification to applicants. In addition, we are revising adjunct recruitment pools to allow easier access for department chairs.

3. Improve customer service with departments and the public.

This is ongoing. In September, HR hired a part-time Human Resources Assistant to help with workload and better assist employees and the public.

Progress in the last year on five-year strategies:

1. Move to electronic workflow processes.

A group has been identified to begin this project. The applicant tracking system, People Admin. has features for electronic onboarding and benefit distribution. Currently, the forms are being drafted and entered into the system to begin the first part of implementation.

Progress Made on Prior Year Initiatives

4.2

Human Resources (HR) continues to develop the Procedures Website. The link can be accessed from the District Human Resources Website under Training and Procedures. After completion, the website will be promoted district wide. The website will be updated as procedures are added or changed.

HR has also focused on communication within the department by holding monthly staff meetings to include all three campuses. This ensures we are consistent with processes as specific situations arise. In addition, as we move toward changes in laws such as the Affordable Care Act or health and welfare benefit changes, we are consistent in processes district wide.

All temporary hourly classified and professional expert employees are now active in the Web Time Entry system. The final phase

will be to include permanent, part-time hourly employees this next year and then move to electronic leave posting.

We continue to look for and implement system improvements to FLAC.

4.2, 4.4

HR continues to review the recruitment and selection process to implement improvements. This will be ongoing.

District Human Resources has started to review positions that are difficult to fill due to technical minimum qualifications. The following positions have been reviewed and qualifications revised with less technical minimum qualifications. These positions have been negotiated with the classified bargaining unit and updated district wide.

Financial Aid Technician

Admissions and Records Technician I

Admissions and Records Technician II

Assessment Assistant

HR has contracted with Pre-Employ, a company that specializes in background checks and references. In the past, the HR Manager was responsible for calling references on prospective candidates, which caused delays. This will expedite the final selection process.

4.4

The Equal Employment Opportunity (EEO) and Staff Diversity (SD) Committee consists of Faculty, Staff and Management employees from each college within the district. The first meeting held by the committee was in November 2015 and the group will be tasked with several projects over the next year.

The district EEO Plan is expiring at the end of this coming fiscal year so the committee will be reviewing the plan for necessary changes and forward for approval. It must be re-approved by the Board of Trustees every three years.

Another area for the committee to focus on is training provided to recruitment screening committees. There needs to be consistency with the training district-wide. In addition, a process should be in place to certify screening committee members who have received the training in order to allow them to assist with training new screening committees.

The committee will continue to reach out to the public for community engagement to ensure that we are attracting a diverse group of candidates.

4.3

HR continues to provide Title IX training annually. Last year, management received training to include Mandated Reporting, Campus Save - VAWA, and Sexual Harassment/Misconduct. Additional district-wide training was provided by Bakersfield College. A Title IX and reporting workshop was also held during Faculty Flex Day in August 2016.

District is still in the process of merging board policy updates with the Community College League of California's (CCLC) format. By following the CCLC process, we ensure the most current laws and changes are reflected with the District's Board Policy, including

updates to Title IX and Cleary Act.

4.1

HR continues to provide an annual Management Employee Training Program and is still in the process of developing a Classified Training Program.

Human Resources continues to track all mandatory training. As of March 2016, all employees completed the mandated FEMA training.

A new web based safety training program was introduced Fall, 2016. This training is provided by the District's insurance group, SISC. The program will provide significant professional and organizational topics in the areas of employee safety, loss control, property and liability, and human resources. The program is easy to use and administer and will give the District a complete training solution to assist in maintaining regulatory compliance, promote safe behavior, and reduce loss.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Provide professional development training to staff

Action Plan:

This initiative is ongoing. HR will continue to provide professional development opportunities all staff.

In Fall 2016, the new web based safety training program was introduced. This training is individualized based on position and department and meets federal mandated safety requirements. It is the goal to have all employees active in the system and compliant with trainings next fiscal year.

In addition to developing the professional development manual to the college administrative team, District HR is in the process of developing a professional development catalogue for classified staff which will be available during the 2017-2018 academic year.

Finally, in coordination with the sub-committee of the Staff Engagement Committee, a mentoring program is being developed for new employees. This program will bring in college-wide representation to assist new employees maneuver and understand processes. The sub-committee is hoping to have this mentoring program initiated in Spring 2017, however, the 2017-2018 fiscal year will be the first full year of implementation.

Measure of Success:

Completion of training programs.

Satisfaction surveys.

Person Responsible:

HR Manager and District HR Staff.

It directly addresses a college Strategic Goal or Objective

Strategic Goal 5

Strengthen Organization Effectiveness

Objective - Provide Effective Professional Development

Reduce delays with recruitment and pre-employment process for new hires

Action Plan:

HR will continue improve the recruitment and pre-employment process.

Recruitment will remain the focus to ensure we attract the most qualified candidates. HR will work with committees to reduce delays with the process. With the new part-time Human Resources Assistant, more time can be focused on scheduling and timelines during the recruitment process. We lose good candidates when the process takes too long.

A district HR group has been working with our existing applicant tracking system to move forward with electronic onboarding. This will significantly reduce delays in the pre-employment process as all forms can be completed electronically. Currently, the forms are being drafted in the system and the first part of implementation should begin this fiscal year. It is anticipated this will be fully operational during the 2017-2018 fiscal year.

Measure of Success:

Person Responsible:

It directly addresses a college Strategic Goal or Objective

Strategic Goal 5 - Strengthen Organization Effectiveness

Objective 5—Improve Institutional Effectiveness

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 Southern 30 Human Resources Consortium Training.

Online trainings from Liebert, Cassidy & Whitmore (LCW)

Various HR related training.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff

n/a

Location:

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification:

None.