

# **SOUTHEASTERN LOUISIANA UNIVERSITY INSTITUTIONAL EFFECTIVENESS PLAN**

**Unit Name:** Human Resources Office

**Unit Head:** Jessie Roberts

**Unit Area:** Administration and Finance

**Unit Type:** Institutional Support

**Reporting Period:** 2003-2004

## **Mission Statement:**

It is the mission of the Human Resources Office to enhance and provide Human Resources related support services for post-secondary education, research and service for the University community.

## **Objectives:**

1. To maintain evidence that our strategic priorities are being met.
2. To achieve a satisfactory rating of 90% on customer service surveys.
3. To solicit adequate participation in our peer university assessment survey.
4. To achieve a satisfactory review by external auditors/evaluators.

## **Assessments:**

1. Conduct a self-assessment review, which includes interviewing administrators and key users to ask how HR can improve current practices and procedures. Collect and review data on current services provided.
2. For training classes offered through HR, give participants a class evaluation form to complete and return.
3. Use point-of-service survey forms.
4. On two-year cycles conduct a customer service surveys of HRO service users, which includes a representative sample of university employees.
5. On five-year cycles a survey of peer universities will be conducted to determine their staffing level, office budget, services provided, and their process for determining the effectiveness of HR services.
6. On five-year cycles, an external evaluator will be invited to review and report on programs and progress of institutional effectiveness.

## **Results:**

1. Self-audit activity is on-going. A profile on the level of services offered is updated on an annual basis. Improvements have resulted from on going meetings with administrators and key users who have identified areas targeted for improvement.
2. Process Redesign Teams led by external consultants reviewed the hiring process and the payroll process in 1999-2000. These teams reviewed and flowcharted the existing processes and made recommendations for changes.

3. In spring 2001 a survey of a representative sample of supervisors and non-supervisors on training needs was conducted.
4. The Human Resources Office participated in several general surveys conducted by the Institutional Research and Assessment Office. Results from the IR survey have been received.
5. In spring 2002 a customer satisfaction survey was conducted to determine the levels of satisfaction with service provided by the Human Resources Office.
6. In spring 2004 a customer satisfaction survey will be conducted to determine the levels of satisfaction with service provided by the Human Resources Office.
7. In the spring of 2004, a survey of peer universities will be conducted to determine their staffing level, office budget, services provided, and their process for determining the effectiveness of HR services.
8. In the 2004-2005 an external consultant will be invited to review and report on programs and progress of institutional effectiveness.

#### **Use of Results:**

1. Information gathered from the assessments is used to align the Human Resources Office's activities and services more closely with the identified needs of the university and the university's strategic plan.
2. A result of the recommendations from the process change teams was the hiring process was streamlined, and checklists, procedures and downloadable forms were put on the web.
3. Results from training survey were used to determine which classes to offer and in determining the priority of classes provided. Computer literacy classes were developed for Physical Plant employees to assist them in accessing email, and policies and procedures on the web.
4. The Director of HR met with the Vice President for Administration and Finance to improve the plan for data collection and plan for the next external evaluation which will take place in 2004-2005.
5. Results from the IR survey are being used to modify activities to better serve our customers. An example of this is more programs are scheduled to be offered at the Baton Rouge School of Nursing in response to comments that more programs should be offered at the off site center.

6. Results from the Spring 2002 Faculty and Staff Survey were used to improve services and benefits offered. Some examples include:
  - Reviewed and reallocated 66 secretary positions in January 2004
  - Made sure training was scheduled around the academic calendar so as to not conflict with registration, beginning and end of semester, finals, etc.
  - Made improvements to web page to make is more user friendly.
  - Made sure Group Benefits Open Enrollment meeting does not conflict with spring break.
  - Using email more to communicate with employees.
  - Added additional dental plans
  - Added two long-term care plans