



Shannon S. Templet  
Director

**State of Louisiana**  
**DEPARTMENT OF STATE CIVIL SERVICE**  
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September 9, 2010

Stephen Smith, Vice-President of Administration  
and Finance  
Southeastern Louisiana University  
SLU 10799  
Hammond, LA 70402

Dear Mr. Smith:

Enclosed is a copy of the Human Resources Program Evaluation Report for Southeastern Louisiana University. This report is being issued by the Accountability Division of the Department of State Civil Service. It contains an overview of your agency's compliance with Civil Service rules and directives, an explanation of our findings, and necessary corrective actions. We thank you for the assistance afforded by your office in the preparation of this report.

If you have any questions about this report and its contents, please contact Patrick G. Lowery, Accountability Division Administrator, by calling or emailing him at (225) 219-9437 or Patrick.Lowery@la.gov.

Sincerely,

  
Shannon S. Templet  
Director

AC:ST:se

Enclosure:  
Human Resources Program Evaluation Report

cc: Dr. Randy Moffett, President, University of Louisiana System  
Dr. John L. Crain, President, Southeastern Louisiana University  
Jessie Roberts, Human Resources Director, Southeastern Louisiana University  
Daryl Purpera, CPA, Legislative Auditor

# **HUMAN RESOURCES PROGRAM EVALUATION**



**LOUISIANA DEPARTMENT OF STATE CIVIL SERVICE  
PROGRAM ACCOUNTABILITY DIVISION**

**SEPTEMBER 2010**

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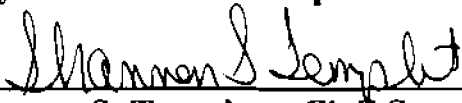
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# **SOUTHEASTERN LOUISIANA UNIVERSITY**

## **HUMAN RESOURCES PROGRAM EVALUATION**

**This report has been prepared under the authority of the  
Accountability Division of the Department of State Civil Service**

  
\_\_\_\_\_  
**Shannon S. Temple – Civil Service Director**

**Jean Jones – Civil Service Deputy Director  
Patrick Lowery – Civil Service Accountability Administrator**

**PREPARED BY  
Julie Brown  
Human Resources Consultant Specialist  
Accountability Division**

**Copies of this Program Evaluation have been submitted to  
Dr. Randy Moffett, President, University of Louisiana System  
Dr. John L. Crain, President, Southeastern Louisiana University  
Stephen Smith, Vice-President of Administration and Finance, SLU  
Jessie Roberts, Human Resources Director, Southeastern Louisiana University  
Daryl Purpera, CPA, Legislative Auditor  
The State Civil Service Commission**

## **INTRODUCTION**

This review was conducted on July 21, 2010 through July 22, 2010. Information was collected from many sources including interviews with the human resources staff, a written questionnaire, a review of policies, and an on-site examination of personnel records. A detailed description of our methodology and any supporting documentation are available upon request.

In accordance with Louisiana Revised Statute 17:3217, Southeastern Louisiana University (SLU) is organizationally located within the University of Louisiana System (ULS) and as such, must comply with the overall policies of ULS. Southeastern Louisiana University is a four-year state institution of higher education. In addition to its main campus in Hammond, LA, SLU also operates off-site centers in Baton Rouge, Walker, Abita Springs, and Akers, LA.

According to Civil Service records as of June 18, 2010 SLU had approximately 1349 employees, 448 of whom were classified and 901 of whom were unclassified.

In conducting this review, we sampled actions that occurred at SLU from July 1, 2009 through April 30, 2010. The actions sampled during our review included eleven probational appointments, one department preferred reemployment, three restricted appointments, three job appointments, four promotions, one detail to special duty, and two reallocations. Our review of the human resources practices at SLU during this review period revealed the information noted in this report.

The Department of State Civil Service wishes to thank the staff of SLU for their assistance and cooperation. In particular, we thank Ms. Jessie Roberts, Human Resources Director, for her assistance.

## EXECUTIVE SUMMARY

The Human Resources Program Evaluation primarily focuses on compliance with Civil Service Rules and Documentation Requirements. The degree of compliance is reflected in the Action Report Card. The Action Report Card is divided into two sections: Human Resources Operations and Agency Performance Management. Human Resources Operations are areas that directly reflect the performance of a human resources office whereas Agency Performance Management areas are dependent on the supervisory management staff of an agency.

An overview and analysis of the program evaluation conducted follows:

**Commendations:** SLU achieved 93% compliance in the PPR Planning Timely and According to Rules category, and 100% compliance in the PPR Rating Timely and According to Rules category.

**Comparison of Previous Reports:** The previous Full Human Resource Program Evaluation conducted at the agency in November 2008 showed 95% or better compliance in the three major areas evaluated, and 100% compliance in 15 of the 20 categories evaluated. The current report shows 100% compliance in 23 of the 27 categories evaluated, with improvement in the Action Reported within 30 days, Documentation of Qualification Check, and PPR Planning Timely and According to Rules categories.

**Statewide Comparison:** SLU's current compliance percentages are above the statewide compliance percentages from the second audit cycle in all of the 16 categories that have a statewide percentage.

**Performance Planning and Review:** Performance Management is extremely important in helping agencies achieve their missions. In FY 08/09 SLU reported an unrated rate of 0.21% on the Performance Planning and Reviews conducted.

**Areas of Concern:** There are no areas of concern for SLU.

**AGENCY REPORT CARD****SLU achieved 100% compliance in 23 of the 27 categories evaluated.**

|                                                | <b>Number<br/>Reviewed</b> | <b>Number<br/>Compliant</b> | <b>Percent<br/>Compliant</b> |
|------------------------------------------------|----------------------------|-----------------------------|------------------------------|
| <b>Civil Service Authority for Action</b>      |                            |                             |                              |
| Vacancy Posted as Required                     | 18                         | 18                          | 100%                         |
| Applied & Hired Under Posting Guidelines       | 18                         | 18                          | 100%                         |
| Appointee Met Minimum Qualifications           | 14                         | 14                          | 100%                         |
| Appointee possessed required score             | 12                         | 12                          | 100%                         |
| Temporary Appointment Justification Maintained | 7                          | 7                           | 100%                         |
| Temporary Appointment within time limits       | 7                          | 7                           | 100%                         |
| Dept Preferred Reemployment List Checked       | 14                         | 14                          | 100%                         |
| <b>Civil Service Authority for Pay</b>         |                            |                             |                              |
| Authority for Pay (SER, Optional pay, etc)     | 25                         | 25                          | 100%                         |
| Pay determined correctly                       | 25                         | 25                          | 100%                         |
| <b>Miscellaneous Rule Compliance</b>           |                            |                             |                              |
| Appointing Authority Approval                  | 25                         | 25                          | 100%                         |
| Certification for Compliance                   | 25                         | 25                          | 100%                         |
| Action Reported within 30 days                 | 25                         | 25                          | 100%                         |
| Anniversary Date Calculation                   | 25                         | 25                          | 100%                         |
| <b>Maintenance of Required Documentation</b>   |                            |                             |                              |
| Completed Employment Applications (SF-10's)    | 22                         | 22                          | 100%                         |
| Documentation of Qualification Check           | 25                         | 25                          | 100%                         |
| DPRL check documentation                       | 15                         | 14                          | 93%                          |
| Appointee Score                                | 12                         | 12                          | 100%                         |
| Position Descriptions (SF-3's) provided        | 22                         | 22                          | 100%                         |
| Position Descriptions (SF-3's) updated         | 22                         | 22                          | 100%                         |
| <b>Agency Performance Management</b>           |                            |                             |                              |
| <b>PPR Planning</b>                            |                            |                             |                              |
| Planning Document Provided                     | 28                         | 28                          | 100%                         |
| Written Expectations Provided                  | 28                         | 27                          | 96%                          |
| Signed/Dated by Employee and Supervisor        | 28                         | 27                          | 96%                          |
| Planning Completed Timely                      | 28                         | 27                          | 96%                          |
| <b>PPR Rating</b>                              |                            |                             |                              |
| Rating Document Provided                       | 18                         | 18                          | 100%                         |
| Rated on all required factors                  | 18                         | 18                          | 100%                         |
| Signed/Dated by Employee and Supervisor        | 18                         | 18                          | 100%                         |
| Rating conducted timely                        | 18                         | 18                          | 100%                         |

## AGENCY COMPLIANCE COMPARISON

This table compares the agency's compliance rate in their previous Evaluation to the current Evaluation and to the statewide compliance rate. The statewide compliance rates were compiled from all Full Human Resources Program Evaluations conducted from January 1, 2005 through December 31, 2008. Percentages in bold indicate those areas in which the agency's performance surpassed the statewide rate.

### **Human Resources Operations**

#### **Civil Service Authority for Action**

|                                                | Percent Compliant |             |               |
|------------------------------------------------|-------------------|-------------|---------------|
|                                                | Nov 2008          | Jul 2010    | Statewide     |
| Vacancy Posted as Required                     | n/a               | <b>100%</b> | 89%           |
| Applied & Hired Under Posting Guidelines       | n/a               | 100%        | n/a           |
| Appointee Met Minimum Qualifications           | 100%              | <b>100%</b> | 99%           |
| Appointee possessed required score             | 100%              | 100%        | not available |
| Temporary Appointment Justification Maintained | n/a               | <b>100%</b> | 80%           |
| Temporary Appointment within time limits       | n/a               | 100%        | not available |
| Dept Preferred Reemployment List Checked       | n/a               | <b>100%</b> | 47%           |

#### **Civil Service Authority for Pay**

|                                            |      |             |               |
|--------------------------------------------|------|-------------|---------------|
| Authority for Pay (SER, Optional pay, etc) | 100% | <b>100%</b> | 96%           |
| Pay determined correctly                   | n/a  | 100%        | not available |

#### **Miscellaneous Rule Compliance**

|                                |      |             |     |
|--------------------------------|------|-------------|-----|
| Appointing Authority Approval  | 100% | <b>100%</b> | 96% |
| Certification for Compliance   | 100% | <b>100%</b> | 95% |
| Action Reported within 30 days | 89%  | <b>100%</b> | 91% |
| Anniversary Date Calculation   | 100% | <b>100%</b> | 99% |

#### **Maintenance of Required Documentation**

|                                             |      |             |     |
|---------------------------------------------|------|-------------|-----|
| Completed Employment Applications (SF-10's) | 100% | <b>100%</b> | 93% |
| Documentation of Qualification Check        | 93%  | <b>100%</b> | 85% |
| DPRL check documentation                    | n/a  | <b>93%</b>  | 90% |
| Appointee Score                             | 100% | <b>100%</b> | 47% |
| Completed Position Descriptions (SF-3's)    | 100% | <b>100%</b> | 94% |

### **Agency Performance Management**

#### **PPR Plannings & Ratings**

|                                            |     |             |     |
|--------------------------------------------|-----|-------------|-----|
| PPR Planning Timely and According to Rules | 81% | <b>93%</b>  | 68% |
| PPR Rating Timely and According to Rules   | 94% | <b>100%</b> | 87% |



## REQUIRED CORRECTIONS

1. For one detail to special duty (Dilberto), documentation of a preferred reemployment list check was not provided. ***Corrective Action Required:*** *SLU must ensure that department preferred reemployment list checks are performed and documented according to the “Procedures for Using a Department Preferred List” section of the HR Handbook on the Civil Service website.*
2. A total of 28 planning sessions were reviewed as part of this evaluation. Of these, one regular planning session (Burise) was not conducted timely. For one regular planning session (Patti), expectations were not provided for any of the required performance factors. For one regular planning session (Patti), the planning session document was signed, but not dated by the supervisor. ***Corrective Action Required:*** *SLU must continue taking steps to ensure that rating supervisors meet all Performance Planning and Review requirements, including but not limited to, timely performance planning sessions. SLU must hold all managers and supervisors accountable for proper execution of their PPR responsibilities as described in Civil Service Rule 10.5.*

## **DETAILS OF DISCREPANCIES**

### Hires

- ◇ D. Burise
  - Regular PPR planning session not conducted timely. Planning session was dated 12/11/09, greater than 30 days since the 11/1/09 hire date

### Promotions

- ◇ L. Patti
  - No documentation of PPR planning session performance expectations for planning session dated 8/30/07
  - PPR rating session was signed by the supervisor, but not dated. The employee signed and dated the rating session document on 8/21/08

### Details

- ◇ T. Dilberto
  - Documentation of the Department Preferred Reemployment List check was not provided

# Appendix A

## *Supporting Documents*

**LIST OF FILES TO PULL AND REVIEW FOR FULL EVALUATION**  
**Southeastern LA University**

**I have selected a number of names which make up a sample of the various personnel transactions I will be reviewing. Also included beside each personnel activity is a list of supporting documentation that, if applicable, I will also want to review for each incumbent in that personnel sample. If there are no questions, please have all the files and supporting documentation available for review upon my arrival.**

***Please note that when PPR documents are requested, I will want to review the rating and planning documents. If planning documents are maintained off-site, you should make every effort to provide them while I am conducting my review.***

**HIRING SAMPLE:** I need to review personnel files along with any recruitment packets containing, if applicable: certificates, vacancy announcements, PPR documents, SF-3's, and any other documentation relating to the hiring.

| <b>Name</b>          | <b>Pers No.</b> | <b>Job Title</b>       | <b>Pos. No.</b> | <b>Action Eff Date</b> |
|----------------------|-----------------|------------------------|-----------------|------------------------|
| Timothy Bachot       | 324147          | Police Officer 2       | 00031373        | 9/21/09                |
| Donnie Booth         | 105721          | RN-Program Coordinator | 98300043        | 11/9/09                |
| Demarquis Burise     | 207234          | Mobile Equip Oper 1    | 00031188        | 11/1/09                |
| Kathleen Chambers    | 21970           | Admin Coord 3          | 98300036        | 11/12/09               |
| Wanda Crawford       | 181629          | HR Analyst B           | 50377316        | 11/4/09                |
| Justin Cryer         | 437793          | Laborer                | 50337779        | 7/27/09                |
| Christopher Geeck    | 450841          | Custodian 2            | 00159165        | 12/17/09               |
| Gerald Guidroz       | 181681          | Training & Dev Spec 1  | 98300051        | 1/4/10                 |
| Ricardo Herrera      | 258428          | Accountant 1           | 00158697        | 2/11/10                |
| Marcy Jones          | 75108           | Admin Coord 3          | 00031213        | 1/11/10                |
| Hilton Magee         | 260523          | Electrician            | 00031363        | 11/9/09                |
| Robin Martin-Stewart | 49336           | Admin Asst 1           | 50334931        | 1/4/10                 |
| Carmen Robertson     | 126418          | Admin Coord 3          | 50352226        | 10/19/09               |
| Stacey Sparks        | 450895          | Admin Coord 3          | 00031379        | 1/4/10                 |
| Nancy Spearman       | 192914          | Admin Coord 2          | 50370072        | 3/29/10                |
| Mary Steadman        | 450734          | Acct Specialist 1      | 00127461        | 1/4/10                 |
| Eugene Tymey         | 435644          | Police Officer 2       | 00031361        | 9/21/09                |
| Careneisha Williams  | 281377          | Admin Asst 1           | 00141802        | 8/3/09                 |

**PROMOTION SAMPLE:** I need to review personnel files along with any recruitment packets containing, if applicable: certificates, vacancy announcements, last official PPR documents prior to promotion, PPR planning session completed after promotion, SF-3's, and any other documentation relating to the promotion.

| <b>Name</b>    | <b>Pers No.</b> | <b>Job Title</b>      | <b>Pos. No.</b> | <b>Action Eff Date</b> |
|----------------|-----------------|-----------------------|-----------------|------------------------|
| Verlie Johnson | 295536          | Admin Asst 3          | 00126547        | 7/6/09                 |
| Mary McKelvy   | 180742          | Admin Asst 4          | 00122179        | 1/4/10                 |
| Lisa Patti     | 194358          | Admin Asst 5          | 00164952        | 8/2/09                 |
| Jennifer Wages | 176329          | Accounting Technician | 00169115        | 8/2/09                 |

**DETAILS TO SPECIAL DUTY:** I need to review personnel files along with any recruitment packets containing, if applicable: certificates, vacancy announcements, last official PPR documents prior to detail, PPR planning session completed after detail, SF-3's, and any other documentation relating to the detail.

| <b>Name</b>    | <b>Pers No.</b> | <b>Job Title</b> | <b>Pos. No.</b> | <b>Action Eff Date</b> |
|----------------|-----------------|------------------|-----------------|------------------------|
| Tasha Dilberto | 62918           | Admin Asst 2     | 00122181        | 1/4/10                 |

**REALLOCATION SAMPLE:** I need to review personnel files, SF-3's, and all PPR documents.

| <b>Name</b>      | <b>Pers No.</b> | <b>Job Title</b> | <b>Pos. No.</b> | <b>Action Eff Date</b> |
|------------------|-----------------|------------------|-----------------|------------------------|
| Mary Imbraguglio | 12095           | HR Analyst B     | 00178153        | 12/14/09               |
| Jennifer Rowell  | 266720          | HR Analyst B     | 50394840        | 12/14/09               |

# **AGENCY RESPONSE**



Shannon S. Templet  
Director

**State of Louisiana**  
**DEPARTMENT OF STATE CIVIL SERVICE**

[www.civilservice.louisiana.gov](http://www.civilservice.louisiana.gov)

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September 8, 2010

Jessie Roberts, Human Resources Director  
Southeastern Louisiana University  
SLU 10799  
Hammond, LA 70402

Dear Mrs. Roberts:

Thank you for your response to our Human Resources Full Evaluation Report on your agency.

I have reviewed your comments and have made the following corrections to the second paragraph of the Introduction. Mandeville has been corrected to read Abita Springs and we have included Akers, LA as one of SLU's off-site operating centers. Your response will be attached to and made a part of our official report.

You will soon receive, by electronic notification, a final copy of the report. The report will be presented to the Civil Service Commission at their public meeting on November 10, 2010. Please feel free to contact Samantha Harris, your Civil Service Program Assistance Coordinator, at (225)342-8279 if you need any assistance with human resources in the future.

Sincerely,

Patrick G. Lowery  
Program Accountability Division Administrator

AC:PGL:se

## Patrick Lowery

---

**From:** Jessie Roberts [Jessie.Roberts@selu.edu]  
**Sent:** Tuesday, August 31, 2010 3:22 PM  
**To:** Patrick Lowery  
**Subject:** Draft Audit Report

Hi Patrick,

Thank you very much for sending me the draft report to review. It is a fair and accurate report. We will prepare our response once we receive the official report. There is one item you may want to correct. In the second paragraph of the Introduction, it states, "*In addition to its main campus in Hammond, LA, SLU also operates off-site centers in Baton Rouge, Walker, and Mandeville.*"

Our St. Tammany Center is actually located in Abita Springs, not Mandeville. We also operate the Turtle Cove Environmental Research Center at Pass Manchac (Akers, LA)

Thanks again,

Jessie

[http://www.selu.edu/about/general\\_info/index.html#campuses](http://www.selu.edu/about/general_info/index.html#campuses)

### **Southeastern's Campus**

- **Hammond Campus**  
Southeastern's campus, located in Hammond, Louisiana, is nestled among ancient oaks, pines, magnolias and camellias. Hammond is approximately 50 miles north of New Orleans and about 45 miles southeast of Baton Rouge. *Directions to Southeastern's Hammond Campus >>*
- **Baton Rouge Center**  
Southeastern's Baton Rouge Center is located at 4849 Essen Lane, across from Our Lady of the Lake Hospital. The Baton Rouge Center houses offices and classrooms for the School of Nursing. *Directions to Southeastern's Baton Rouge Campus>>*
- **St. Tammany Center**  
Southeastern's St. Tammany Center is located in the parish government complex at 21454 Koop Drive in Abita Springs. The St. Tammany Center provides off-campus classes and students may register for classes and pay tuition and fees. More info on the St. Tammany Center>>
- **Livingston Parish Literacy and Technology Center**  
Southeastern's Livingston Parish Literacy and Technology Center is located at 9261 Florida Blvd in Walker, Louisiana. The Center offers credit courses, continuing education programs, business training, community music programs, and summer academic camps. More info on the Livingston Parish Literacy and Technology Center>>
- **Turtle Cove Environmental Research Station**  
Turtle Cove Environmental Research Station is a field research and educational facility located in Lake Pontchartrain estuarine ecosystem.





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Shannon S. Templett  
Director

August 31, 2010

Stephen Smith, Vice-President of Administration  
and Finance  
Southeastern Louisiana University  
SLU 10799  
Hammond, LA 70402

Dear Mr. Smith:

Attached is a draft of our Human Resources Program Evaluation report for Southeastern Louisiana University. This report will not be issued in final form until we have allowed you an opportunity to review it and respond. Please respond (electronic response is encouraged) by close of business September 22, 2010. During the exit interview a Program Assistance contact and information concerning what needs to be included in your response was provided. We will consider your response which will be attached to the final published report and make alterations to the report contents if warranted.

We thank you for the assistance afforded by your office in the preparation of this report. Should you have questions concerning the report or require further details concerning the specific documents and actions reviewed, please contact me at (225) 219-9437 or Patrick.Lowery@la.gov.

Sincerely,

Patrick G. Lowery  
Program Accountability Division Administrator

AC:PGL:se

Enclosure:  
Human Resources Program Evaluation Draft

cc: Jessie Roberts, Human Resources Director, Southeastern Louisiana University