

Administrative and Educational Support Report

Human Resources

Annual Action Plan Annual Assessment Report

June 2004 – May 2005



Annual Action Plan: June 1, 2004-May 31, 2005

Unit: Office of Human Resources

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master's and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Business Affairs **Unit Head:** Marjorie Whittemore

Unit Mission: The Office of Human Resources is committed to provide administrative services in the areas of human resources, including: employee benefits, salary administration, human resources development, personnel records, employment, and employee relations to employees of The University of Texas-Pan American.

Unit Goal(s) Link to UTPA Goals: Timely and efficient operations of processes that originate at departmental level.
3. Improve organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve response time with customer service requests – Training area. (1)	7	HR staff will assist UTPA employees immediately with Employee web access requests.	Provide all of HR staff access to reset number of failed attempts for PIN number access	Monitor telephone and email requests for assistance with employee web access.	None required
Reduce the overhead costs with producing the weekly Employment Bulletin – Employment area. (2)	7	<ul style="list-style-type: none"> • HR will reduce the amount of paper being used on a weekly basis for the bulletin. • HR will reduce the number of hours Employment staff 	Produce HR Bulletin electronically.	<ul style="list-style-type: none"> • Analysis of paper expenses and amount of paper being used. • Tracking the amount of time spent preparing the hardcopies of the 	MS Front Page for employment staff and instruction on usage

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		spends preparing bulletin.		bulletins for the campus departments.	
Streamline new Employee orientation session – Training area (3)	7	Effective use of time and dissemination of critical employment information	<ul style="list-style-type: none"> • Reduce orientation presentation to essential elements. • Reduce the number of guest speakers at orientation. 	Session evaluation forms distributed to incoming faculty and staff	None required
Update Compensation pay plan – Compensation & Classification area (4)	7	UTPA will offer market-based competitive salaries to the best qualified staff and faculty talent available.	Review compensation pay plan by an outside consulting firm.	Internal audit indicates employee turnover is due to below the market salaries.	Outside consulting contractual fees.



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Improve response time with customer service requests – Training area. (1)	7	HR staff will assist UTPA employees immediately with Employee web access requests.	Monitored telephone and email requests for assistance with employee web access.	Recorded a rise in number of requests for assistance with accessing the employee web.	All HR staff trained to assist with access requests for Employee web.
Reduce the overhead costs with producing the weekly Employment Bulletin – Employment area. (2)	7	<ul style="list-style-type: none"> • HR will reduce the amount of paper being used on a weekly basis for the bulletin. 	<ul style="list-style-type: none"> • Analysis of paper expenses and amount of paper being used. • Tracking the amount 	<ul style="list-style-type: none"> • Between 2,000 – 3,000 sheets of paper being used for bulletin on a weekly basis. 	Employment bulletin is now available online and updated on a daily rather than weekly basis. Annual office paper

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
		<ul style="list-style-type: none"> HR will reduce the number of hours Employment staff spends preparing bulletin. 	of time spent preparing the hardcopies of the bulletins for the campus departments.	<ul style="list-style-type: none"> Staff spent 10-12 hours a month copying, folding, and stapling hardcopies of bulletin. 	expenses decreased by \$1,000. Employment staff gained an average of 12 hours on a monthly basis by changing process.
Streamline new Employee orientation session – Training area. (3)	7	Effective use of time and dissemination of critical employment information	Session evaluation forms distributed to incoming faculty and staff	350-500 employees survey responses received over 18 month time frame suggested orientation improvements	Orientation sessions for benefits and policies/procedures were combined into one; Incoming employees oriented spent 3½ hours in orientation instead of 6 hours.
Update Compensation pay plan – Compensation & Classification area. (4)	7	UTPA will offer market-based competitive salaries to the best qualified staff and faculty talent available.	Internal audit indicated employee turnover is due to below the market salaries.	A competitive compensation pay plan is expected July 2005.	UTPA will implement a competitive pay plan to offer market-based salaries.

Additional Resources Needed (if any) that were requested for FY06 during the budget cycle: None.