

Administrative and Educational Support Report

Human Resources

Annual Action Plan Annual Assessment Report

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

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 (HR) 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 the employees of the University of Texas – Pan American.

Unit Goal: Timely and efficient operations of departmental processes and services to our stakeholders.

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
To create a self-service/customer-friendly office environment by utilizing electronic means to make Employment processes more efficient and responsive. (1)	7	Up-to-date employment opportunities online listing for potential applicants and legible and complete application packets ready for screening upon the first submission.	HR will set up a computer and printer in the lobby for potential applicants to: 1) view the latest job postings; 2) type out the job application forms; and 3) turn in a complete application packet upon	1. Amount of time employment staff spending on contacting applicants due to illegible and/or missing information or forms from the job application packet. 2. Increase in average	1. Additional computer station for lobby area. 2. Additional office space for HR lobby area.

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			their first submission.	<p>number of applications received on a weekly basis pending screening due to application packets being incomplete from 5 to 10.</p> <p>3. Walk-in applicants being informed of missing information or forms on their application packets upon submission and HR being able to help applicants with revisions.</p>	
Provide an applicant pool with the best possible qualifications. (2)	7	Increased visibility of UTPA as a potential employer in Rio Grande Valley	<p>1. Participation in career and job expos in the valley EX: UTPA Job Fair, TSTC Career Expo.</p> <p>2. Participate as a speaker with Career Placement Services programs to target potential applicants among campus student population.</p> <p>3. Development of master list of national publications' contacts for faculty recruitment for Administrative Services Officers.</p>	<p>1. Monthly tracking of the number of applications compared to the number of open positions.</p> <p>2. Tracking of the number of events HR staff participates in to market available positions at the University.</p>	HR needs funding for promotional giveaways, printed materials of the University.

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HR will develop a strategy for comprehensively reviewing UTPA's compensation structure. (3)	7	<ol style="list-style-type: none"> 1. Revised current pay grade ranges; 2. A more aggressive hiring and compensation strategy; 3. Adjusted salaries identified below minimum of salary ranges. 	<ol style="list-style-type: none"> 1. UTPA commissioned the Penicle Group to review the current compensation study to make recommendations. 2. HR will review recommendations identified through the study to determine if adjustments need to be made based upon the knowledge, experience, and skills. 	Assessment of compensation structure will be completed by the Penicle Group which is a statistically validated system for compensation analysis.	HR will need to update job descriptions.
HR will develop and provide a supervisory training program for UTPA employees. (4)	7	Knowledgeable and capable managers across the University.	<ol style="list-style-type: none"> 1. HR will conduct a supervisory survey to determine desired training topics. 2. Training area will develop or engage trainers to cover the following topics: hiring, conflict resolution, performance management, investigations dependent upon the survey responses. 	Presenters will assess training after each session presentation to gauge effectiveness of program.	<ol style="list-style-type: none"> 1. HR will need to develop and conduct a web-based survey. 2. Department will need funding for training materials and cover developmental costs. 3. Funding for stipends/session fees for out-of-department/agency presenters.



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To create a self-service/customer-friendly office environment by utilizing electronic means to make Employment processes more efficient and responsive. (1)	7	Up-to-date employment opportunities online listing for potential applicants and legible and complete application packets ready for screening upon the first submission.	1. Amount of time employment staff spending on contacting applicants due to illegible and/or missing information or forms from the job application packet. 2. Increase in average	1. Employment staff now spends an average of 1.5 hours contacting applicants due to illegible and/or missing information or forms from the job application packet. 2. Average numbers of	1. Applications for Staff, Faculty and Direct Wage are now available on-line for downloading. 2. Applicants may now

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			<p>number of applications received on a weekly basis pending screening due to application packets being incomplete from 5 to 10.</p> <p>3. Walk-in applicants being informed of missing information or forms on their application packets upon submission and HR being able to help applicants with revisions.</p>	<p>incomplete applications has decreased to 5.</p>	<p>complete application on-line and print the application on the computer/printer in the HR lobby.</p>
<p>Provide an applicant pool with the best possible qualifications. (2)</p>	<p>7</p>	<p>Increased visibility of UTPA as a potential employer in Rio Grande Valley</p>	<p>1. Monthly tracking of the number of applications compared to the number of open positions.</p> <p>2. Tracking of the number of events HR staff participates in to market available positions at the University.</p>	<p>1. Average monthly new applications total 207 and average monthly vacancy requests are approximated to be 1,000 for an average number of 30 open positions</p> <p>2. HR staff attended Career Expo in Harlingen</p>	<p>1. Larger applicant pool was provided</p>
<p>HR will develop a strategy for comprehensively reviewing UTPA's compensation structure. (3)</p>	<p>7</p>	<p>1. Revised current pay grade ranges; 2. A more aggressive hiring and</p>	<p>Assessment of compensation structure will be completed by the Penicle Group which is</p>	<p>1. Revised job titles based on Knowledge – Experience-Skills have been created and must</p>	<p>1. The minimum pay for forty three positions was adjusted based on an evaluation of</p>

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		compensation strategy; 3. Adjusted salaries identified below minimum of salary ranges.	a statistically validated system for compensation analysis.	be approved before pay grade range changes can be made.	Knowledge-Experience-Skills. 2. Delegation of authority has allowed account managers to hire up to the midpoint.
HR will develop and provide a supervisory training program for UTPA employees. (4)	7	Knowledgeable and capable managers across the University.	Presenters will assess training after each session presentation to gauge effectiveness of program.	33 supervisors have been trained on performance evaluations and documentation.	Enhancement of employee performance counseling & development process.