

Administrative and Educational Support Report

Human Resources

Annual Action Plan Annual Assessment Report

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

Unit: 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.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Support student well being in selected areas.

| Unit Objective | Strategy(ies) to Achieve Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | New Resources Needed in FY07 |
|--|--|--|---|------------------------------|
| Lead the implementation of the Employee Educational Benefit Program. | Establish program guidelines and criteria. Establish the program processes. Collaborate with Student Financial Services and Staff Senate for program implementation. | Initiation of program. Level of participation in the program in terms of number of employees supported and level of financial support provided. | Initiate program by December 2006. Involve at least 10 employee participants by May 31, 2007. Fund at least \$30,000 in educational benefits by May 31, 2007. | |

Annual Action Plan June 1, 2006–May 31, 2007

| | |
|----------------------------|--|
| University Goal: | Infuse Inter-American and global perspectives throughout the University community. |
| Division Objective: | Expand the university community's involvement in Inter-American/global issues. |

| Unit Objective | Strategy(ies) to Achieve Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | New Resources Needed in FY07 |
|---|--|--|--|------------------------------|
| Create a standardized process for hiring Foreign Nationals. | <p>Create a Handbook of Operating Procedure for the hiring of Foreign Nationals.</p> <p>Conduct a seminar on hiring foreign nationals for University employing officials.</p> <p>Develop procedural workflow for hiring foreign nationals.</p> <p>Communicate workflow processes to all Divisions.</p> | <p>Progress in development and subsequent approval of HOP policy.</p> <p>Level of seminar participation.</p> <p>Extent of definition and publication of procedural workflow.</p> | <p>HOP policy approved and published by May 31, 2007.</p> <p>At least 20 University employing officials trained in the seminar on the hiring of foreign nationals by May 31, 2007.</p> <p>Written procedural workflow published among ASOs and Deans, Directors and Supervisors by May 31, 2007.</p> | |

| | |
|----------------------------|--|
| University Goal: | Optimize institutional effectiveness and efficiency consistent with high quality organizational standards. |
| Division Objective: | Increase the value added, customer service, and goodwill value to business practices |

| Unit Objective | Strategy(ies) to Achieve Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | New Resources Needed in FY07 |
|--|---|--|--|------------------------------|
| Streamline the JDQ process for authorizing | Make JDQ form more user-friendly. | Extent of simplification for JDQ form. | Reduce the number of required data elements for the JDQ form | |

Annual Action Plan June 1, 2006–May 31, 2007

| Unit Objective | Strategy(ies) to Achieve Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | New Resources Needed in FY07 |
|----------------|---|---|--|------------------------------|
| new jobs. | Obtain easily accessible comparable compensation data presented to minimize HR office process time. | HR processing time to establish new jobs. | by at least 10% by May 31, 2007. Monitor average processing time from JDQ submitted until sent to President's Office in preparation for reducing the average processing time in the following fiscal year. (Benchmark – First time statistics will be collected) | |

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Identify and provide staff professional development opportunities in and outside of the Division.

| Unit Objective | Strategy(ies) to Achieve Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | New Resources Needed in FY07 |
|--|---|---|---|------------------------------|
| Train supervisory staff in performance management, conflict resolution and interviewing. | Create and schedule training in performance management. Create and schedule training in conflict resolution. | Level of participation in performance management and conflict resolution trainings. | Train 10% or more of supervisors identified in the Oracle system of affected supervisors in performance management (operating as optional training in first year). Train 10% or more of supervisors identified in the Oracle system of affected supervisors in conflict resolution (operating as optional training in first year). | |



Annual Action Plan: June 1, 2006–May 31, 2007

Unit: 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.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Support student well being in selected areas.

| Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | Assessment Results (Use actual data to describe annual performance) | Use of Results (What change was made?) |
|--|---|--|---|--|
| Lead the implementation of the Employee Educational Benefit Program. | <p>Initiation of program.</p> <p>Level of participation in the program in terms of number of employees supported and level of financial support provided.</p> | <p>Initiate program by December 2006.</p> <p>Involve at least 10 employee participants by May 31, 2007.</p> <p>Fund at least \$30,000 in educational benefits by May 31,</p> | <p>Program was initiated by established date (Dec 2006)</p> <p># of participants as for FY2007 as of June 7, 2007 = 82</p> <p>Amount that has been used to cover designated</p> | Encourage and assist employees to further their education. |

Annual Action Plan June 1, 2006–May 31, 2007

| Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | Assessment Results (Use actual data to describe annual performance) | Use of Results (What change was made?) |
|----------------|---------------------------------------|--|---|--|
| | | 2007. | tuition costs as of June 7, 2007 = \$40,647 | |

University Goal:

Infuse Inter-American and global perspectives throughout the University community.

Division Objective:

Expand the university community's involvement in Inter-American/global issues.

| Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | Assessment Results (Use actual data to describe annual performance) | Use of Results (What change was made?) |
|---|--|--|---|---|
| Create a standardized process for hiring Foreign Nationals. | <p>Progress in development and subsequent approval of HOP policy.</p> <p>Level of seminar participation.</p> <p>Extent of definition and publication of procedural workflow.</p> | <p>HOP policy approved and published by May 31, 2007.</p> <p>At least 20 University employing officials trained in the seminar on the hiring of foreign nationals by May 31, 2007.</p> <p>Written procedural workflow published among ASOs and Deans, Directors and Supervisors by May 31, 2007.</p> | <p>"HOP 7.5.2 Hiring of Foreign Nationals approved September 2006</p> <p>33 supervisors trained in seminar held on November 17, 2006</p> <p>Preliminary distributed to ASOs in December 2006. Final in process.</p> | UTPA has gained control and better understanding regarding selection process and employment of individuals requiring employment sponsorship and residency sponsorship requirements. |

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Increase the value added, customer service, and goodwill value to business practices

Annual Action Plan June 1, 2006–May 31, 2007

| Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | Assessment Results (Use actual data to describe annual performance) | Use of Results (What change was made?) |
|--|---|---|--|--|
| Streamline the JDQ process for authorizing new jobs. | Extent of simplification for JDQ form. HR processing time to establish new jobs. | Reduce the number of required data elements for the JDQ form by at least 10% by May 31, 2007. Monitor average processing time from JDQ submitted until sent to President's Office in preparation for reducing the average processing time in the following fiscal year. (Benchmark – First time statistics will be collected) | Revised JDQ form completed in April 2007; number of required data elements was reduced by 80% Revised form has not been adopted." | Departmental documentation has been reduced to key information for job classification. HR's timeline is still requiring 10 -15 business days for comparison of job and preparation of job determination to forward for President approval. Approval timeline remains undetermined based on priority items. |

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Identify and provide staff professional development opportunities in and outside of the Division.

| Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | Assessment Results (Use actual data to describe annual performance) | Use of Results (What change was made?) |
|--|---|---|--|--|
| Train supervisory staff in performance management, conflict resolution and interviewing. | Level of participation in performance management and conflict resolution trainings. | Train 10% or more of supervisors identified in the Oracle system of affected supervisors in performance management (operating as optional training in first year). Train 10% or more of supervisors identified in the Oracle system of | Scheduled one-day training for July 24, 2007 to be conducted by CHORDA Conflict Management Services. 45 participants scheduled to attend, which | Training still pending. |

Annual Action Plan June 1, 2006–May 31, 2007

| Unit Objective | Measurable Outcome for Unit Objective | Assessment Criteria, Evaluation Methods for Measurable Outcome | Assessment Results (Use actual data to describe annual performance) | Use of Results (What change was made?) |
|----------------|---------------------------------------|---|---|--|
| | | affected supervisors in conflict resolution (operating as optional training in first year). | represents 31% of supervisors. | |