

Administrative and Educational Support Report

Human Resources

Annual Action Plan Annual Assessment Report

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

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:** Mark Saenz

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: 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 FY08
Increase sense of ownership and team unity within HR	<ol style="list-style-type: none"> 1. Increase participation of HR staff in HR functions/events 2. Establish monthly information gathering sessions for all office staff participation 3. Establish an annual 	<ol style="list-style-type: none"> 1. Increase the number of HR staff participating in HR functions/events from the prior year 2. Hold 12 information gathering sessions for all office staff participation 3. Hold at least 1 	<ol style="list-style-type: none"> 1. Number of sessions/events HR participates in compared to '07 2. Number of information gathering sessions held throughout the year 3. Number of sessions held for 	Time, knowledge transfer of processes

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
	goal planning session for all HR staff to participate 4. Assess HR areas not participating or being represented at events or at information gathering sessions	session for annual goal planning 4. Identify and document HR areas not participating at events	annual goal planning 4. Number of HR office participants/areas represented requiring attention	
Offer educational opportunities for University staff	1. Educate University employees on HR processes through training, presentations, other events 2. Offer professional development sessions to University employees 3. Review training evaluations for future improvement	1. Increase the number of sessions being offered from the prior year 2. Increase the number of participants from the prior year	1. Number of sessions being offered as compared to '07 2. Number of participants as compared to '07	Time and printed materials, outside presenter, funding

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 FY08
Improve negative HR Office image across campus	1. All office staff to attend customer service training to improve customer response	1. Perform an assessment of current HR services and staff response	Actual % of response rate based on end of year survey of HR services provided	1. HR staff will need time and money to attend customer service training

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
	<p>time.</p> <ol style="list-style-type: none"> 2. Increase departmental productivity by cross-training, educating, and familiarizing HR staff with Oracle HRMS and HOP. 3. Host an HR Fair or similar event type for office staff to be available to campus employees for questions and procedural review. 	<p>time.</p> <ol style="list-style-type: none"> 2. Conduct an end of year survey over HR services provided. End of year survey should yield a satisfactory response rate of 65% 		<p>sessions.</p> <ol style="list-style-type: none"> 2. HR staff will need to identify the Subject Matter Experts within the office to train the rest.
<p>Evaluate current HR processes to maximize efficiency and effectiveness</p>	<ol style="list-style-type: none"> 1. Research and compare HR processes and functions with other Universities to enhance current processes. HR areas will contact other components over respective processes. 2. Develop procedural manual for HR staff as resource and training material for cross-training. Every month, write up a process for each area to compile into one sourcebook. 	<ol style="list-style-type: none"> 1. Analyze all procedural workflows in comparison to respondents by May 2008. 2. Document up to twelve processes per area throughout the year 	<ol style="list-style-type: none"> 1. Progress made towards analysis of all procedural workflows 2. Number of processes per area documented in FY2008 	<p>Prioritize tasks and manage assignments to contact, analyze, and document the processes being reviewed.</p>

FY08 AES Assessment Results Report

UTPA

Admin - Human Resources

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 Head: Frances Rios

Division: Division of Business Affairs

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Human Resources - Ownership & Team Unity - We will increase sense of ownership and team unity within HR</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: Complete</p> <p>Strategies: 1. Increase participation of HR staff in HR functions/events. 2. Establish monthly information gathering. 3. Establish an annual goal planning session. 4. Assess HR areas not participating or being represented at events or at information gathering sessions.</p>	<p>Assessment Method: Number of sessions/events HR participates in compared to ?07</p> <p>Criterion for Success: Increase the number of HR staff participating in HR functions/events from the prior year</p>	<p>10/01/2008 - We doubled the number of sessions/events that HR participates in.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>10/01/2008 - We will continue in marketing and promoting UTPA as the employer of choice in the Rio Grande Valley by HR's participation in events such as job fairs and recruitment events.</p>
	<p>Assessment Method: Number of information gathering sessions held throughout the year</p> <p>Criterion for Success: Hold 12 information gathering sessions for all office staff participation</p>	<p>10/01/2008 - Because of the reorganization of the HR operation by the new HR administrator, this objective is no longer needed.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Mark Outcome as No Longer Desired</p>	<p>10/13/2008 - This objective is no longer needed.</p>
	<p>Assessment Method: Number of sessions held for annual goal planning</p> <p>Criterion for Success: Hold at least 1 session for annual goal planning</p>	<p>10/01/2008 - Several sessions, informal and formal, were held.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/01/2008 - With a new HR administrator and reorganization of department, new objectives were identified during these sessions.</p>
	<p>Assessment Method: Number of HR office participants/areas represented requiring attention</p> <p>Criterion for Success: Identify and document HR areas not participating at events</p>	<p>10/01/2008 - Unit representatives are participating at various events on campus.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>10/01/2008 - With the unit representatives participating, accurate information is being disseminated, e.g., benefits, retirement, employee relations, etc.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Human Resources - Educational Opportunities - We will offer educational opportunities for University staff</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: Complete</p> <p>Strategies: 1. Educate University employees on HR processes through training, presentations, other events. 2. Offer professional development sessions to University employees. 3. Review training evaluations for future improvement.</p>	<p>Assessment Method: Number of sessions being offered as compared to ?07</p> <p>Criterion for Success: Increase the number of sessions being offered from the prior year</p>	<p>10/01/2008 - In 2007, we offered 7 sessions. In 2008, we offered 29 sessions.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>10/01/2008 - We will continue offering training sessions to employees and evaluating additional training opportunities.</p>
<p>Admin - Human Resources - HR Image - We will improve negative HR Office image across campus</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: 1. All office staff to attend customer service training to improve customer response time. 2. Increase departmental productivity by cross-training, educating, and familiarizing HR staff with Oracle HRMS and HOP. 3. Host an HR Fair or similar event type for office staff to be available to campus</p>	<p>Assessment Method: Actual % of response rate based on end of year survey of HR services provided</p> <p>Criterion for Success: Perform an assessment of current HR services and staff response time.</p>	<p>10/01/2008 - In 2007, we had 71 participants. In 2008, we had 661 participants.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>10/01/2008 - We will continue to offer topics of relevance for university employees development.</p>
<p>Admin - Human Resources - HR Image - We will improve negative HR Office image across campus</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: 1. All office staff to attend customer service training to improve customer response time. 2. Increase departmental productivity by cross-training, educating, and familiarizing HR staff with Oracle HRMS and HOP. 3. Host an HR Fair or similar event type for office staff to be available to campus</p>	<p>Assessment Method: Actual % of response rate based on end of year survey of HR services provided</p> <p>Criterion for Success: Conduct an end of year survey over HR services provided. End of year survey should yield a satisfactory response rate of 65%</p>	<p>10/01/2008 - The end of year survey has been postponed due to the hiring of a new HR administrator and reorganization of the department.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/01/2008 - Changes have been implemented within the department. An end of year survey will be developed with the assistance of OIRE. Target date for the survey will be December 2008.</p>
<p>Admin - Human Resources - HR Image - We will improve negative HR Office image across campus</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: 1. All office staff to attend customer service training to improve customer response time. 2. Increase departmental productivity by cross-training, educating, and familiarizing HR staff with Oracle HRMS and HOP. 3. Host an HR Fair or similar event type for office staff to be available to campus</p>	<p>Assessment Method: Actual % of response rate based on end of year survey of HR services provided</p> <p>Criterion for Success: Conduct an end of year survey over HR services provided. End of year survey should yield a satisfactory response rate of 65%</p>	<p>10/01/2008 - The end of year survey has been postponed due to the hiring of a new HR administrator and reorganization of the department.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/01/2008 - Changes have been implemented within the department. An end of year survey will be developed with the assistance of OIRE. Target date for the survey will be December 2008.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
employees for questions and procedural review.			
<p>Admin - Human Resources - HR Processes - We will evaluate current HR processes to maximize efficiency and effectiveness</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p>	<p>Assessment Method: Progress made towards analysis of all procedural workflows</p> <p>Criterion for Success: Analyze all procedural workflows in comparison to respondents by May 2008.</p>	<p>10/01/2008 - Procedural workflows identified and analyzed.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/01/2008 - Changes have been made to workflows that improved certain processes. Further improvements will continue.</p>
<p>Outcome Status: Complete</p> <p>Strategies:</p> <p>1. Research and compare HR processes and functions with other Universities to enhance current processes. HR areas will contact other components over respective processes.</p> <p>2. Develop procedural manual for HR staff as resource and training material for cross-training. Every month, write up a process for each area to compile into one sourcebook.</p>	<p>Assessment Method: Number of processes per area documented in FY2008</p> <p>Criterion for Success: Document up to twelve processes per area throughout the year</p>	<p>10/01/2008 - HR processes have been documented for various areas.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>10/01/2008 - The processes helped identify target areas for improvement for FY09.</p>