

Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to **SAVE** your progress as you work!

Administrative Unit

Office of Human Resources

Submission Year

2020-2021

Assessment Coordinator Name

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Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Update Lander University human resources policies and procedures.

Pillar of Success Supported

Employer of Choice

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Continued update of human resources policies and procedures to ensure that Lander's policies and

procedures are in accordance with state human resources regulations. Lander's Employee Handbook will be reviewed and policies will be updated and placed on the University Policies webpage after approval has been granted.

Timeframe for this Outcome

Academic Year 2019-2020

Performance Target for "Met"

This outcome will be considered "met" when 10 of the 15 remaining policies and procedures in the Employee Handbook have been removed, updated, and placed on the University Policies webpage within the 2020 calendar year.

Performance Target for "Partially Met"

A "partially met" level of achievement would be considered if five of the 15 remaining policies and procedures in the Employee Handbook were removed, updated, and placed on the University Policies webpage within the 2020 calendar year.

Performance Target for "Not Met"

A performance target of "not met" would be considered if two of the 15 remaining policies and procedures in the Employee Handbook were removed, updated, and placed on the University Policies webpage within the 2020 calendar year.

Assessment Measure Used

Review of policies posted to the University Policies webpage beginning with policy number 5.12 that will have been updated in 2020.

Frequency of Assessment

Assessment of policies done monthly to determine stage of policy approval.

Data Collected for this Timeframe (Results)

The Office of Human Resources was able to produce 10 updated policies during the academic year 2019-2020, which was our target goal for this assessment period.

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

Updating policies and procedures remains a focus for the Office of Human Resources for the upcoming assessment period for 2020-2021. During this previous period, we were able to process and update 10 policies, which was our performance target of "Met." Since we still have policies remaining that we are in the process of updating, we plan to keep this goal for this assessment period and work to update at least 5 more policies during this submission period.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

The Office of Human Resources met their goal of 10 of the 15 remaining policies and procedures in the Employee Handbook being updated and placed on the University Policies webpage within the 2020 calendar year. Since we identified more policies that need updating, we plan to make our goal of updating 5 policies during this upcoming assessment period.

Changes Made/Proposed Related to Goal

Our process for updating this goal worked for the Office of Human Resources this past assessment period. We will continue to focus our efforts on reviewing the outstanding policies and work with our stakeholders to accomplish this goal in this assessment period, as has been done in the past.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Increased employee engagement activities and outreach for Lander University's faculty and staff.

Pillar of Success Supported

Employer of Choice

Outcomes

Outcome 1

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Employee Engagement activities will be scheduled for at least one event per month, either presented by the Employee Engagement Committee or in partnership with another department on campus.

Timeframe for this Outcome

Academic Year 2019-2020

Performance Target for "Met"

A performance target of "met" would be that an employee engagement event has been held at least one time per month.

Performance Target for "Partially Met"

A performance target for "partially met" would indicate that at least six employee engagement events out of 12 were held.

Performance Target for "Not Met"

A performance target of "not met" would show that only four employee engagement events were held

out of 12.

Assessment Measure Used

Calendar to keep track of employee engagement events

Frequency of Assessment

Assessment to occur monthly.

Data Collected for this Timeframe (Results)

Due to COVID-19, we were unable to host several months worth of employee engagement events during this assessment period. We held an event of some kind each month through February 2020, but was unable to do so after that. In all, we held or partnered with a campus partner for 9 events.

Score (Met=3, Partially Met=2, Not Met=1)

1

Comments/Narrative

Employee engagement events allow for faculty and staff to network together in a social environment that helps bring the University closer. This will help build partnerships that can translate to a better work product for our faculty and staff. Events held during the assessment period were well-received by employees, thus making this a goal that the Office of Human Resources will continue to work towards having in the upcoming assessment period. Social distancing guidelines and requirements may limit our ability to hold certain employee engagement events, but we will try to introduce other ways to promote employee engagement.

Resources Needed to Meet/Sustain Results

Budget of \$3,000 to cover expenses related to employee engagement events.

Explanation of How Resources Will Be Used

Resources will be used to pay for food, services, and other activities that add to the employee engagement events for Lander faculty and staff.

Goal Summary

Goal Summary/Comments

Employee Engagement activities will be scheduled for at least one event per month, either presented by the Employee Engagement Committee or in partnership with another department on campus. This goal was on its way to being accomplished in 2019-2020, but was cut short due to COVID-19. An event per month may be hard to obtain in our current climate, but that is still the goal for the Office of Human Resources to ensure promoting employee engagement.

Changes Made/Proposed Related to Goal

Events will be added to work towards meeting proposed goal of one employee engagement event per month.

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Increased recruitment visibility of Lander by attending more career fairs in the upcoming year.

Pillar of Success Supported

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Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

The Office of Human Resources plans to attend at least two career fairs in the upcoming year.

Timeframe for this Outcome

Academic Year 2019-2020

Performance Target for "Met"

A performance target of "met" would be that the Office of Human Resources attended at least two careers fairs in the year.

Performance Target for "Partially Met"

A performance target for "partially met" would that the Office of Human Resources attended one out of at least two career fairs in the upcoming year.

Performance Target for "Not Met"

A performance target of "not met" would be no career fairs attended by the Office of Human Resources.

Assessment Measure Used

Calendar to track upcoming career fairs.

Frequency of Assessment

Assessment will occur quarterly to account for any career fairs that the Office of Human Resources may attend.

Data Collected for this Timeframe (Results)

Due to COVID-19, the Office of Human Resources were unable to attend careers fairs that were previously scheduled due to their cancellation. This remains a focus for the upcoming assessment period depending upon availability of careers fairs regarding social distancing guidelines in relation to COVID-19.

Score (Met=3, Partially Met=2, Not Met=1)

1

Comments/Narrative

More visibility at career fairs could provide an opportunity to promote Lander as an employer of choice

and provide a more face-to-face chance to interact with prospective employees. Career fairs give a chance to sell the benefits of employment at Lander and is a goal we strive to work on during the 2020-2021 assessment period.

Resources Needed to Meet/Sustain Results

Resources may include registration fees for career fairs (if needed) and travel and meal reimbursements if career fairs are held outside of Greenwood.

Explanation of How Resources Will Be Used

Funds provided will cover cost of attending careers fairs for the Office of Human Resources

Goal Summary

Goal Summary/Comments

The Office of Human Resources plans to attend at least two career fairs in the upcoming year. Our options for career fairs this year may be limited depending upon what entities are able to do to enforce social distancing guidelines because of COVID-19.

Changes Made/Proposed Related to Goal

Changes made will be to ensure career fairs are identified by the Office of Human Resources to meet the goal being proposed.

Upload Files (if needed)

Goal 4

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Implementation of Employee Assistance Program

Pillar of Success Supported

Employer of Choice

Outcomes

Outcome 1

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Employee Assistance Program, administered by vendor LifeServices, implemented for use by faculty and staff within the 2019-2020 academic year.

Timeframe for this Outcome

Spring 2020

Performance Target for "Met"

Anticipated level of achievement would be full use of Employee Assistance Program and its resources by faculty and staff within the calendar year 2020.

Performance Target for "Partially Met"

Partially met target would indicate Employee Assistance Program implementation, but no notification and introduction to faculty and staff that this service is available for use.

Performance Target for "Not Met"

Not met performance target would be no implementation of the Employee Assistance Program in the year 2020.

Assessment Measure Used

No assessment measure used as program will either be implemented for use or not.

Frequency of Assessment

Assessment to be reviewed in January 2020 for implementation.

Data Collected for this Timeframe (Results)

The Office of Human Resources was able to introduce LifeServices EAP in January 2020 and continues to promote its services, especially regarding mental health and what LifeServices can provide to employees and their families at no cost to them. So far, there have been over 340 visits to the web portal for LifeServices by Lander employees and several employees have utilized their services through the phone. We continue to receive updates quarterly on utilization, web usage, and more from LifeServices.

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

Employee Assistance Program, administered by LifeServices, will provide faculty and staff with benefits such as counseling, financial consultation, wellness and worklife benefits to ensure an increase in the effectiveness and productivity of Lander University's employees. It's been a well-received benefit for employees to utilize with several hundred visits online and more and we believe it will continue to be used more by employees for a variety of needs.

Resources Needed to Meet/Sustain Results

\$1.08 per employee per month to be invoiced quarterly by the vendor, LifeServices.

Explanation of How Resources Will Be Used

Resources used will cover funding for EAP services provided by LifeServices.

Goal Summary

Goal Summary/Comments

Employee Assistance Program, administered by vendor LifeServices, implemented for use by faculty and staff within the 2019-2020 academic year.

Changes Made/Proposed Related to Goal

No changes will be needed as program is expected to be implemented in January 2020.

Upload Files (if needed)

Goal 5

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Updating technological processes for the Office of Human Resources

Pillar of Success Supported

Employer of Choice

Outcomes

Outcome 1

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

The Office of Human Resources will implement an electronic Employee Performance Management System (EPMS) for use by staff in the academic period of 2020-2021.

Timeframe for this Outcome

Fall 2020

Performance Target for "Met"

A performance target for "Met" would be implementation of the EPMS system in the 2020-2021 period.

Performance Target for "Partially Met"

A performance target for "Partially Met" would be an announcement of the EPMS system in the 2020-2021 period, but no implementation for use by employees in that period.

Performance Target for "Not Met"

A performance target for "Not Met" means no implementation or announcement of the EPMS system in 2020-2021 period.

Assessment Measure Used

Frequency of Assessment

No assessment measure used as the system has yet to be implemented.

Assessment will occur at the end of the academic period of 2020-2021 to determine if implementation of EPMS system has happened.

Data Collected for this Timeframe (Results)

This is a new outcome, therefore review of data will occur in 2021 to determine if system has been implemented or not.

Score (Met=3, Partially Met=2, Not Met=1)

Comments/Narrative

An electronic EPMS system will save time and resources for all employees at Lander as it will automate a manual process for supervisors, reviewers, employees as well as the Office of Human Resources to capture the entire EPMS process.

Resources Needed to Meet/Sustain Results

ITS has created and setup the system based on available resources on hand, so there was no additional cost to the University for this system.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

Implementation of the EPMS system in the 2020-2021 period is the goal for the Office of Human Resources.

Changes Made/Proposed Related to Goal

No changes will be made at this time as the system is expected to be implemented in the 2020-2021 period.

Upload Files (if needed)