

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

2024-2025

Assessment Coordinator Name

London Thomas/Kurstin LaCoste/Jessica Puckett

Enter Assessment Coordinator Email

klacoste@lander.edu

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

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

procedures are in accordance with state human resources regulations. Policies will be updated and placed on the University Policies webpage after approval has been granted.

Timeframe for this Outcome

Academic Year 2023-2024

Performance Target for "Met"

This outcome will be considered "met" when 3 of the 4 remaining policies and procedures have been removed, updated, and placed on the University Policies webpage within the 2024 calendar year.

Performance Target for "Partially Met"

A "partially met" level of achievement would be considered if 2 of the 4 remaining policies and procedures are removed, updated, and placed on the University Policies webpage within the 2024 calendar year.

Performance Target for "Not Met"

A performance target of "not met" would be considered if 1 of the 4 remaining policies and procedures are removed, updated, and placed on the University Policies webpage within the 2024 calendar year.

Assessment Measure Used

We will continue to focus our efforts on reviewing other policies that may need to be added to our webpage and work with our stakeholders to accomplish this goal in this assessment period.

Frequency of Assessment

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

Data Collected for this Timeframe (Results)

The Office of Human Resources has continued to review policies as needed for any updates during the academic year 2023-2024. This is an ongoing process.

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 2024-2025. We will continue to focus our efforts on reviewing other policies that may need to be added to our webpage and work with our stakeholders to accomplish this goal in this assessment period. We plan to keep this goal for this assessment period and work to update policies and procedures in accordance with state human resources regulations and University needs.

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 updating policies and procedures during this assessment period. We will continue to focus our efforts on reviewing other policies that may need to be added to our webpage and work with our stakeholders to accomplish this goal in this 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. This was a huge accomplishment and major undertaking from where we were with policies not being previously updated. We will continue to focus our efforts on reviewing other 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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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

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 2023-2024

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)

We were able to host 16 employee engagement events during this assessment period. In all, we held or partnered with a campus partner for 3 events.

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

3

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.

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

For the next submission year the Office of Human Resources will focus on the utilization of EAP to promote holistic and overall wellness for our employees. This will provide our employees with mindful well-being resources and programs to promote things like self-worth and the importance of mental health.

Changes Made/Proposed Related to Goal

Our goal for the upcoming year is to provide meaningful information and resources from EAP to our employees for holistic and overall wellness.

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

Employer of Choice

Outcomes

Outcome 1

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describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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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 2023-2024

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)

The Office of Human Resources met our goal for 2023-2024 because we attended 5 job fairs this assessment period. This remains a focus for the upcoming assessment period depending upon availability of careers fairs.

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

3

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. This goal has been met and exceed this 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

In the upcoming year, the Office of Human Resources will focus on being more involved in the recruiting and hiring phases within each department. Which will largely include participating on interview panels and other like activities during the recruitment and hiring process.

Changes Made/Proposed Related to Goal

Next year, this goal will be updated to reflect our involvement with working closer with departments with recruitment and hiring.

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

Updating technological processes for the Office of Human Resources

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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 Employee Performance Management System (EPMS) for use by staff in the academic period of 2023-2024.

Timeframe for this Outcome

Fall 2020

Performance Target for "Met"

A performance target for "Met" would be implementation of the EPMS system in the 2023-2024 period.

Performance Target for "Partially Met"

A performance target for "Partially Met" would be an announcement of the EPMS system in the 2023-2024 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 2023-2024 period.

Assessment Measure Used

The EPMS system has been implemented.

Frequency of Assessment

The EPMS system has been implemented and on going maintenance and troubleshooting will continue to take place during this fiscal year.

Data Collected for this Timeframe (Results)

The EPMS system has been implemented. The review of data and ongoing maintenance will take place.

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

3

Comments/Narrative

The electronic EPMS system has saved time and resources for all employees at Lander as it has automated a manual process for supervisors, reviewers, employees as well as the Office of Human Resources to capture the entire EPMS process. Plans for the implementation of a new HRIS system will allow automation of many other processes within the Office of Human Resources as well as offer enhancements to current automated processes.

Resources Needed to Meet/Sustain Results

The enhancement of the EPMS system by adding an HRIS system will require budget approval.

Explanation of How Resources Will Be Used

The resources requested for this HRIS system will be used to purchase the system as well as maintenance.

Goal Summary

Goal Summary/Comments

Since the EPMS system has been implemented in the 2022-2023 period our goal is to provide on going maintenance and troubleshooting during this fiscal year. The implementation of the HRIS system will allow automation of many other processes within the Office of Human Resources as well as offer enhancements to current automated processes.

Changes Made/Proposed Related to Goal

The Office of Human Resources will update this goal next year to include a new and improved, robust system for EPMS and new hire paperwork & onboarding. We are continuously working with ITS to improve our processes and have made great strides this past year to roll out these updated processes.

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

Implement Supervisory Training.

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 Supervisory Training for all supervisors/managers.

Timeframe for this Outcome

Academic Year 2023 - 2024

Performance Target for "Met"

A performance target for "Met" would be implementation of Supervisory Training in the 2023-2024 period.

Performance Target for "Partially Met"

A performance target for "Partially Met" would be an announcement of Supervisory Training in the 2023-2024 period, but no implementation for use by supervisors/managers in that period.

Performance Target for "Not Met"

A performance target for "Not Met" means no implementation or announcement of Supervisory Training in 2023-2024 period.

Assessment Measure Used

Supervisory Training has been implemented several times during this assessment period.

Frequency of Assessment

Assessment will occur at the end of the academic period of 2023 - 2024 to determine if implementation has happened.

Data Collected for this Timeframe (Results)

Supervisory training has been successfully implemented this assessment period.

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

3

Comments/Narrative

Supervisory Training has provided new and current supervisors with the tools to be more efficient in

handling various situations that come up in the workplace. This assessment period the Office of Human Resources has provided training in the areas of Ethics, Anti-Harassment and Sexual Harassment (which occurs every other year), comprehensive supervisory training, and training as needed throughout the year.

Resources Needed to Meet/Sustain Results

The Office of Human Resources will work to continue to provide annual supervisory training as well as providing this on Blackboard and in webinar training as a resource. The Office of Human Resources will work with outside partners, such as SCHAC, to provide additional trainings for campus.

Explanation of How Resources Will Be Used

To enhance and develop supervisory knowledge and skills.

Goal Summary

Goal Summary/Comments

In the next year, the Office of Human Resources will focus on providing University Training for all faculty and staff. This will also include professional development opportunities.

Changes Made/Proposed Related to Goal

Next year, we will update this goal to Implement University Training for all faculty and staff.

Upload Files (if needed)