

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

2025-2026

Assessment Coordinator Name

London Thomas/Kurstin LaCoste/Jessica Puckett

Enter Assessment Coordinator Email

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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

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 2024-2025

Performance Target for "Met"

This outcome will be considered "met" when identified policies and procedures have been either removed, updated, and/or published on the University Policies webpage within the calendar year.

Performance Target for "Partially Met"

A "partially met" level of achievement would be considered if identified policies and procedures are pending approval within the calendar year.

Performance Target for "Not Met"

A performance target of "not met" would be considered if identified policies and procedures have been drafted for review within the 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 2024-2025. This is an ongoing process.

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

2

Comments/Narrative

Updating policies and procedures remains a focus for the Office of Human Resources for the upcoming assessment period for 2025-2026. 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 partially 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. 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

Provide meaningful information and resources from EAP to our employees for holistic wellness.

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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

Provide meaningful information and resources from EAP to our employees for holistic wellness.

Timeframe for this Outcome

Academic Year 2024-2025

Performance Target for "Met"

A performance target of "met" would be that the Office of Human Resources communicated information and resources from EAP on holistic wellness to employees each month.

Performance Target for "Partially Met"

A performance target for "partially met" would be that the Office of Human Resources communicated information and resources from EAP on holistic wellness to employees 6 of the 12 months.

Performance Target for "Not Met"

A performance target of "not met" would be that the Office of Human Resources did not communicate information and resources from EAP on holistic wellness to employees each month.

Assessment Measure Used

EAP website and resources.

Frequency of Assessment

Assessment to occur monthly.

Data Collected for this Timeframe (Results)

We were able to communicate EAP resources monthly to all employees through our benefits newsletter as well as additional trainings and webinars throughout the year.

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

3

Comments/Narrative

The Office of Human Resources continues to promote mental health, physical health, financial health, and other wellness topics to all Lander employees.

Resources Needed to Meet/Sustain Results**Explanation of How Resources Will Be Used**

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 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 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

Involvement in the recruiting and hiring phases within each department.

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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

Involvement in the recruiting and hiring phases within each department.

Timeframe for this Outcome

Academic Year 2025-2026

Performance Target for "Met"

A performance target of "met" would be that the Office of Human Resources is included in the departmental interviews and hiring processes.

Performance Target for "Partially Met"

A performance target for "partially met" would that the Office of Human Resources is included in the departmental conversations related to interviews and hiring.

Performance Target for "Not Met"

A performance target of "not met" would be the Office of Human Resources is not included in the departmental conversations or the processes of interviews or hiring.

Assessment Measure Used

The Office of Human Resources will be a part of productive departmental conversations related to interviewing and hiring.

Frequency of Assessment

After Office of Human Resources application screening is complete and submitted to supervisors/interview panel. This will determine how open the supervisor is to having Office of Human Resources involvement.

Data Collected for this Timeframe (Results)

This is a new outcome and no data has been collected. Our goal is to continue to be a collaborative part of the departments role in hiring a qualified candidate for their area and being available during each stage.

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

1

Comments/Narrative

The need for the Office of Human Resources during interviews and hiring is to focus on culture alignment, legal compliance, and creating a positive candidate experience.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

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

Active and ongoing conversations with executive leadership for their buy in with understanding the importance of Human Resources involvement with interviews 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

A new and improved, robust system for EPMS and new hire paperwork & onboarding.

Timeframe for this Outcome

Fall 2025

Performance Target for "Met"

A performance target for "Met" would be implementation of a new and improved, robust system for EPMS and new hire paperwork & onboarding in the 2024-2025 period.

Performance Target for "Partially Met"

A performance target for "Partially Met" would be an announcement of a new and improved, robust system for EPMS and new hire paperwork & onboarding in the 2024-2025 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 a new and improved,

robust system for EPMS and new hire paperwork & onboarding in the 2024-2025 period.

Assessment Measure Used

The new and improved, robust system for EPMS and new hire paperwork & onboarding has been implemented.

Frequency of Assessment

The new and improved, robust system for EPMS and new hire paperwork & onboarding 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 new and improved, robust system for EPMS and new hire paperwork & onboarding has been implemented and the review of data and ongoing maintenance will take place.

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

3

Comments/Narrative

The electronic New Hire Paperwork through Dynamic Forms has been implemented and has provided more efficiency for new employees and the Office of Human Resources. 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 robust system for EPMS and new hire paperwork & onboarding 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

The electronic New Hire Paperwork through Dynamic Forms has been implemented and has provided more efficiency for new employees and the Office of Human Resources. 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

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 university training for faculty and staff.

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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 conduct university wide faculty and staff professional development training.

Timeframe for this Outcome

Academic Year 2024-2025

Performance Target for "Met"

A performance target for "Met" would be conducting university wide faculty and staff professional development training in the 2024-2025 period.

Performance Target for "Partially Met"

A performance target for "Partially Met" would be an announcement of university wide faculty and staff professional development training in the 2024-2025 period.

Performance Target for "Not Met"

A performance target for "Not Met" means no implementation or announcement of university wide faculty and staff professional development training in the 2024-2025 period.

Assessment Measure Used

The training platform, BizLibrary, has been introduced to the university.

Frequency of Assessment

Assessment will occur at the end of the academic period of 2024- 2025 to determine if training platform has been announced.

Data Collected for this Timeframe (Results)

A preliminary assessment of training has been conducted for the Office of Human Resources and is ready to be introduced to the University. Data will be available once approved to be rolled out campus wide.

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

1

Comments/Narrative

A preliminary assessment of training using the BizLibrary platform has been conducted by the Office of

Human Resources in collaboration with ITS and is ready to be introduced to the University via Blackboard. Executive leadership approval will be required before these trainings can be introduced to the university.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

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, training will be approved and available to all employees through Blackboard. The Office of Human Resources will be able to provide professional and career development opportunities.

Upload Files (if needed)