1. Assessment Plan - Three Column

PIE - Human Resources: HR Operations & Employee Services Unit

2. Where We Are Now: Year at a Glance

2019-20

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Summary of Notable Achievements: Benefits: transitioned over 800 employees and 400 retirees to a new benefit provider administered through SISC from CalPERS, simultaneously conducting three separate open enrollments (SISC, CalPERS, and ASCIP).
Benefits: Converted paper enrollment under SISC to an online enrollment system that can view total rewards for employees under SISC. This was applicable to all SISC enrollment, Section 125 benefits, and ongoing enrollments for new hires.
Benefits: Created review, evaluation, and reimbursement process for CSEA 262 less than 50% medical Reimbursement Account. Internally tracked through HR
Benefits: Created a Medicare process and information sessions for active and retired employees.
Operations: Transitioned all of our process to electronic/paperless.
Operations: Updated minimum wage increases
Operations: Created dropbox process for incoming paperwork.
Operations: Continually contributed to the reporting needs of the campus.
Operations: Created Exit process for employees
Operations: Established monthly meeting with Fiscal, Payroll, and HR to ensure efficient processing of budgetary changes. (Change of status, Request to Fill)
Program Planning (Equity, Retention and Success): Does not have instructional programs.
External and Internal Conditions Analysis: Changes in federal, state, local laws.
Changes in Collective Bargaining Agreements
Changes in Meet-and-Confer Agreements
Changes in working conditions (Gov Stay At Home Order - COVID)
Critical Decisions Made by Unit: Prioritization of hiring HR Staff positions
Ensuring Side Letters are able to be executed by HR
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Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
Excellence - Develop and maintain a		

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team of highly qualified human resources professionals with the knowledge, skills, and competencies to effectively assist the College in attracting and retaining a highly qualified and engaged workforce (Faculty, Management and Staff); align HR staffing and service delivery to effectively support College objectives. Develop, maintain and deliver employee services (ex. Benefits and Compensation) that attract and retain a high performance workforce. **Status:** Active **Goal Year(s):** 2018-19, 2019-20, 2020-21 **Goal Entered:** 07/01/2019	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 75 Benefits: Enhanced District paid benefits for less out of pocket deductions for the employee (SISC) Operations: Provided Southern 30 and ACHRO for training. (01/26/2021)
Collaboration - Develop and maintain College-wide HR knowledge, skills, and collaboration among divisions and departments to ensure effective use of HR programs and resources in order to attract and retain a highly qualified and engaged workforce (faculty, managers, and staff). **Status:** Active **Goal Year(s):** 2018-19, 2019-20, 2020-21 **Goal Entered:** 07/01/2019	**Report directly on Goal** **Request - No Funding Requested -** Training and ability to establish timely I-9 process across campus with multiple hiring managers/staff **Describe Plans & Activities Supported (Justification of Need):** I-9s are completed by the hired employee and submitted to HR for review; however, all components of the I-9 may not complete and requires significant follow up. **Lead:** Alexis Carter **What would success look like and how would you measure it?:** I-9 are completed entirely and submitted to	**Reporting Year:** 2019-20 **% Completed:** 50 Consistently working with IT on reporting and project needs. Updating projects as necessary. Working with committees and division groups across campus to relay HR process and changes affecting their areas. (01/26/2021)

	HR within 3 days of hire. **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** High **Total Funding Requested:** 0	
Technological Integration - Through the effective use of technology, develop and improve communication to increase employee's and manager's access to available HR services and improve processes to maximize efficiency of administrative and programmatic operations to make better data driven decisions. Make knowledge and resources easily available to current and prospective employees via electronic means such as websites and online applications. **Status:** Active **Goal Year(s):** 2018-19, 2019-20, 2020-21 **Goal Entered:** 07/01/2019	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 75 Converted Temporary Hiring, Benefit Enrollment, Separation of Employment, CSEA 262 Medical Reimbursement tracking, additional forms to electronic submission, tracking, and review. (01/26/2021)
	Request - No Funding Requested - Business (HRIS) Analyst **Describe Plans & Activities Supported (Justification of Need):** Access to a Business Analyst will assist HR in correlating the diverse information systems (PeopleAdmin, Banner, Maxient, OnBase, etc) to one another. Expected outcome would be to provide complete integration between all accessible systems with linked reporting. This would help the goal of technological integration by providing complete and accurate data from all avenues in order for the campus to make data informed decisions. **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** Low	
	Request - Full Funding Requested -	

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	Access to more efficient and internally created reporting such as COGNOS **Describe Plans & Activities Supported (Justification of Need):** HR is tasked to create ongoing reports, submit ongoing scheduled reports, and consistently modify existing reports. This all has to be done through IT and at their own leisure. HR does not take priority. Having an internal reporting software available (COGNOS) would allow HR to take the needs of the campus and the data into its own department and make changes ad-hoc. **Lead:** Alexis Carter **What would success look like and how would you measure it?:** Able to accurately explain, promote, create, and distribute data as it is derived from Human Resources and the immediate requests submitted to HR. **Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. **Planning Unit Priority:** Medium **Total Funding Requested:** $100,000	
Compliance - Develop programs that ensure compliance with College-wide, State, Federal, and local laws and regulations relating to employee and temporary employment issues (ex. Benefits, Temporary Employment, trainings).	Report directly on Goal	**Reporting Year:** 2019-20 **% Completed:** 50 Consistently keeping abreast of federal, state, and local laws as well as contract language changes to implement campus wide. Attends training and facilitates presentations on these updates. (01/26/2021)

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Status: Active **Goal Year(s):** 2018-19, 2019-20, 2020-21 **Goal Entered:** 07/01/2019		
Inclusiveness - Develop and maintain an environment of inclusion, diversity awareness, collaboration, and consensus building among the College diverse workforce. **Status:** Inactive **Goal Year(s):** 2018-19, 2019-20 **Goal Entered:** 07/01/2019		
Programs and Services - Deliver programs and services that are timely, data driven, and effective in assisting faculty, staff, and managers in meeting its mission and goals of the College. Provide programs and services that are researched, in settings, are respectful and appropriate, and through utilizing multiple clear methods of communication. **Status:** Active **Goal Year(s):** 2018-19, 2019-20, 2020-21 **Goal Entered:** 07/01/2019	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 75 HR Operations Email, HR Benefits Email to funnel incoming requests that can be addressed by multiple HR employees ensuring concerns, questions, and documents are handled timely. Decision making is supported by reporting and analytics. (01/26/2021)