

ADMINISTRATIVE UNIT REVIEW 2010

1. **Name of Unit:** Office of Human Resources

2. **Employees in Unit and their Titles:** Joanne Tinker- Director
Denise Mera – Assistant Director
Lexy Perdomo - Specialist

3. **Please identify the purpose or role of your Unit. Indicate any changes/growth/downsizing that may have occurred in your Unit over the past year.**

The purpose of the Office of Human Resources is to support the College's administration, faculty, and staff in their commitment to cultivate successful students, in accordance with the College's mission, vision, and goals.

Staffing in Human Resources office has remained stable since November 2008. However the number of applicants and positions that were open in the past year and half seems to have grown exponentially.

4. **Explain to what extent your Unit supports other programs and/or units at this institution. Please include student and/or staff demographics relevant to your Unit and its purpose.**

The Human Resources department provides assistance to, and supports all, current and former employees of FKCC and is not specific to programs or units of the College. We provide the following:

- Benefits administration: Including but not limited to:
 - Retirement – FRS administration
 - Health/Life/Dental/Vision plan administration, serves as privacy officers
 - 403(b) compliance and administration
 - Unemployment Administration
 - Workers Compensation Administration
 - Retiree & COBRA invoicing and coordination
- Compensation Administration
- Recruitment Management
- New Hire Orientations and on-boarding
- Federal and State reporting and posting compliance
- Employee Relations
- Performance Evaluations and Job Description Analysis
- S&PD Coordination
- Exit/termination Processes
- Equity Coordination
- College Policy creation/revision/review/adherence
- Volunteer Program Coordination
- Web Content and Directory Administrators
- Conference Day Coordination

Participation in many College Committees

5. **Please list any innovations, new projects, or local and/or state-wide efforts to improve your Unit over this past year. Indicate whether the efforts were included in your annual plan. If these were not part of your**

annual plan, explain how they came to be priorities and what the outcomes were.

Over the past year the HR department has accomplished quite a bit. We are constantly reviewing College policy and making revisions as needed. This review/revision of current policies is part of our annual plan and will most likely remain for the next several years.

One policy we revised this year involved background checks for newly hired employees. In January 2009 we began fingerprinting all current employees and new hires. To date we have completed fingerprinting all full-time employees and have nearly completed all part-time employees. This initiative was part of our annual plan.

6. Explain your satisfaction with your assessment of your 09-10 plan and the impact that your efforts had toward achieving your objectives and outcomes – and ultimately the mission of the institution.

I am not entirely satisfied with my 2009-20 assessment results, as I feel we need better ways to measure outcomes in the HR area. Whether it is tracking training opportunities and those that have been completed, tracking the number of applicants processed for job openings, the time it takes to fill an open position, the amount of communications sent out college wide, etc. We currently do not have the training in BANNER which I believe has this capability. I would like our department to have the ability to look at data regarding these issues.

7. Identify the sufficiency of the physical, financial and personnel resources available to support your unit this past year.

Our staffing needs are complete at this time.

We have also purchased and are in the beginning stages of using an online storage system and scanning equipment. Accessibility has already increased and we aren't even half-way implemented.

The HR department has also restructured the physical office/lobby space to better serve the employees, and are in the process of structuring training kiosks.

8. After reflecting on the purpose of your Unit, people served, and the achievements made over the past year, please identify anticipated future changes and resource needs (personnel, equipment, space, workloads, etc.) that you would like to include in this year's (2010-2011) or next year's (2011-2012) annual plan to promote continued growth.

Anticipated Financial and Physical resource needs (not in order or priority):

- Increase in budget for Professional Development opportunities and training for the HR Staff, including reimbursement for coursework towards a degree.
- Continuation of remodel of office/lobby space
- Upgrade computer screens for HR staff.
- Purchase phones which have caller ID.
- Banner training/assessment of HR efficiencies

9. This Unit's operations are:

- Strong Please explain: We are currently well staffed and functioning on a high level of productivity.
- Moderate Please explain: Improvements can always be made to better our service and create opportunities for the employees.
- Weak Please explain: _____

10. Please indicate your overall recommendation for this program:

- Continue with current operating plans Please explain: _____
- Incorporate new objectives/outcomes into current 2009-2010 plan Please explain: Reaffirmation is in swing full swing. We will continue to progress with electronic filing system.
- Include identified future needs in the spring planning for 2010-2011 Please explain: See #8
- _____
- _____

Approval Information:

Program Reviewer:
 Name: Joanne Tinker
 Title: Director , HR
 Sign: *Joanne Tinker*
 Date: 9-30-10

Recommendation of Supervisor
 Continue: _____
 Incorporate new objectives in 10-11 plan: _____
 Include future needs in 2011-2012 plan: _____
 Sign & Date: _____

Recommendation of President
 Plans Acceptable: _____
 Plans require modification, specifically: _____
 Sign & Date: _____

