



LASSEN COMMUNITY COLLEGE

HUMAN RESOURCES

2013-2014

Non-Instructional Program Review

A handwritten signature in blue ink that reads 'Vickie Ramsey'. The signature is written in a cursive style with a large loop at the end.

Vickie Ramsey (Director of Human Resources)

A handwritten signature in blue ink that reads 'Lori Pearce'. The signature is written in a cursive style.

Lori Pearce (Human Resources Technician)

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Section I: Departmental Planning:

I. Department Overview and Department Goals

Description:

The Department of Human Resources is a service area of the college designed to meet the administrative functions of recruitment, training, performance review, labor relations, and personnel services including employee benefits and compensation. The Human Resources Department ensures compliance with local, state, and federal regulations in regards to personnel and employment issues. The department supports the commitment to diversity in its faculty, staff and student body. Department personnel currently perform a variety of manual tasks, which through automation, would become more efficient. Task automation include online employment applications, enhanced Datatel utilization and reporting, Web Advisor payroll access to include direct deposit, employee self-service benefits administration and campus wide access to standard human resources documents. Achievement of this automation will be a methodical process requiring the addition of one or more short-term employees to relieve staff of manual duties. By relieving staff of these duties they will be able to focus on the automation of current processes for future use. When fully automated, staff workloads can be redirected to more efficient and productive processes. In addition, with the assistance of the Human Resources committee, staff will engage in the production of a campus wide employee handbook which will outline campus policies and procedures at Lassen Community College. In addition, the college's hiring procedure was written with unintended bottlenecks which slow the hiring process and makes it cumbersome. These procedures need to be reviewed and rewritten to address these shortcomings

The function of the Human Resources Department is to support the constituents of the college. The Lassen Community College Human Resources Department's efforts are intended to help the college reach its educational goals, provide informational materials to students and the community and to assist in meeting the following:

College Vision #3: Be a Trusted Steward by providing capable leadership and accountability

College Vision #5: Be the cultural leader in the community

College Vision #6: Be the civic and social leader in the community

Strategic Goal #1 Institutional Effectiveness: Provide the governance, leadership, integrated planning and accountability structures, and processes to effectively support the learning environment, while ensuring responsible stewardship of public trust and resources.

Strategic Goal #3 Resource Management: Manage human, physical, technological and financial resources to sustain fiscal stability and to effectively support the learning environment.

Institutional Student Learning Outcome #4: Personal/Interpersonal Responsibility: Ability to develop and apply strategies to set realistic goals for personal, educational, career, and community development; ability to apply standards of personal and professional integrity; ability to cooperate with others in a collaborative environment for accomplishment of goals; ability to interact successfully with other cultures

Evaluation:

Currently, the Human Resources Department recruits applicants through local, statewide, and national advertisements. The Human Resources Department uses the Lassen County Times and Lassen County all schools email for local advertisements. For statewide advertisements the department uses CalJobs.com, GovernmentJobs.com, Lassencollege.edu and the California Community College Registry. Nationwide, the department uses Chronicles of Higher Education, NCCAA, Careerbuilder.com, or other nationally circulated advertisements. Applications are currently received via NEOGOV, an electronic job application database system.

The department provides mandated trainings on an annual schedule, which is conducted over the Internet and with in-person sessions. Additionally, the director and staff of the department participate on the Human Resources Master Planning Committee and Professional Development Master Planning Committee with the creation and updates of the master planning documents, employee manual, and hiring process manual. The Human Resource Department works in partnership with the Human Resources Planning Committee, the Flex Faculty and Staff Development Coordinator, and the Information Technology Specialist II in the Training, Education and Collaboration Center to implement, track, and evaluate professional development needs.

Goals

1. Integrate new automated processes for performance evaluation schedules, electronic employee files, online orientation and hiring committee training.
2. Hire a human resources generalist position (FTE 1).

II. Administrative Unit Outcomes

In order to strengthen operations at the Human Resources Department established the following administrative unit outcomes (AUOs) during 2013-2014:

ISLO	AUO	ASSESSMENT MEASURE /TARGET
3	Maintain compliance training (child abuse identification intervention, EEO, ergonomics, disaster preparedness, sexual harassment)	Measure: Benchmark Target: 100% of trainings will be completed annually
1	Ensure the HR website contain the up-to-date contract and human resources information.	Measure: Benchmark data Target: 100% of documents online will be up-to-date
4	Maintain campus high level campus satisfaction with services offered by HR department	Measure: Survey Target: Maintain a 90% satisfaction rate

AUO1. The results of the 2013-2014 training schedule showed that 80% of the trainings have been completed.

Action Plan: Affirm a new training schedule for the 2014-2015 with the HRMP Committee.

- Timely sexual harassment training to all new and existing staff
- Currency in the 2-year Sexual Harassment training cycle for Administrators and Managers
- Child abuse reporting training for all staff. Ensure all new staff is provided the training within thirty (30) days of starting work
- Training on Family Education Rights to Privacy Act (FERPA) for all staff
- Disaster Preparedness Training for all staff

AUO2. The results of the 2013-2014 bi-annual website assessment led to determination that all documents are up-to-date.

Action Plan: Receive additional training for the campus webmaster on site management.

AUO3. The results of the 2013-2014 survey showed that 43 of 49 participants (87%) were satisfied or very satisfied with the services offered by HR department.

Action Plan: Increase the staff to best meet internal and external demands. In addition, increase the professional development budget so that all staff members are able to attend training to

provide a reliable way for staff to stay knowledgeable about current legal and ethical obligations in the field. Learn new ways to fulfill their duties to the college and the community using the latest technologies or utilizing best practices from colleagues from outside the college. The laws and regulations surrounding public education employment are continually changing and evolving, and it is important that the Human Resources staff pay constant attention to those changes so that it can help the college use its resources in assisting students in succeeding, rather than wasting resources on problems caused by neglecting its duties to remain compliant with the changing legal landscape.

III. External Compliance

The Human Resources Department conducts safety training through Keenan SafeColleges, EEO compliance, District's compliance with provisions of the Education Code, Title 5 of the California Code of Regulations, FLSA, FMLA, ACA. HR, Faculty Obligation Number (FON) while making many advances in growth, has continued to experience struggles in keeping pace with the increasing demands that have been placed on the department from internal growing pains as well as rapidly changing rules and regulations governing HR practices and insurance reform policies that seem to evolve year to year.

The Human Resources Department is heavily regulated by local, state and federal laws and regulations, which includes Education Code, Title V, Community College Chancellors Office, regulation agencies, Board Policies and Procedures and Union Labor Agreements. Additional staff and updated technology are required in order to ensure complete compliance with the rule and regulation changes while still adequately serving the ever growing employee population as well as the needs of external agencies and the public at large. Budgetary constraints have prevented full measures to be instituted in order to provide resolution to these issues.

Recommendation/Plan:

None

Budget Prioritization:

Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Effectiveness Master Plan

Planning Agenda Item(s)	Strategic Goal(s)	Implementation Timeframe	Estimated Cost	Expected Outcome

Section II: Human Resource Planning

I. Program Staffing

Description:

Currently, the department is composed of two district funded full-time positions: one director and, one human resources technician. The current structure is a decrease from 2010-2011, which was composed of an executive director of human resources, confidential administrative assistant III and human resources technician.

Evaluation:

Based on the current structure of the department and demand from the institution, the office has had to hire part time hourly workers to supplement the workflow limitation. Due to the demand of work and inconsistency in temporary workers, the department needs to seek alternative means to increase operational effectiveness.

Recommendation/Plan:

Hire a full-time confidential human resource generalist (\$60,000). [GOAL 2]

II. Professional Development

Description:

There is a professional development budget for the Human Resources Department, which consists of a travel budget that is managed by the department director and used to attend annual conference and meetings.

Evaluation:

During the last three years the department staff members have attended the following events and conferences:

- ACHRO (2012)
- Affordable Health Care (2013)
- 3CDUG (2014)
- North 14 (2014)
- NeoGov (2012, 2013, 2014)

Recommendation/Plan:

The professional development budget needs to be increased so that all staff members are able to attend training to provide a reliable way for staff to stay knowledgeable about current legal and ethical obligations in the field, as well as learn new ways to fulfill their duties to the college and the community, using the latest technologies or utilizing best practices from colleagues from outside the college. The laws and regulations surrounding public education employment are continually changing and evolving, and it is important that the Human Resources staff pay constant attention to those changes so that it can help the college use its resources in assisting students in succeeding, rather than wasting resources on problems caused by neglecting its duties to remain compliant with the changing legal landscape (\$2,000). [AUO 3 action Plan]

Budget Prioritization:

Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Planning Agenda Item(s)	Strategic Goal(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
Confidential human resource generalist	1	2015-2016	60,000	Increase efficiency
Professional development budget increase	3	2015-2016	2,000.00	Increased knowledge and best human resource practices

Section III: Facilities Planning

Description:

The department has been located in the Business Office Building for the last 2 years. Our current location has worked best. The Human Resources Technician is located next to the Director which lends to a more efficient office; however inefficient building designs continue to be problematic. The department lacks an efficient storage space. Currently there is an enormous amount of confidential information stored in various locations across campus

Evaluation:

Currently, the department has files in multiple locations on the campus and needs a centralized process to safely store files.

Recommendation/Plan:

Investigate different modes of document storage (e.g., electronic, or fireproof secure cabinets in a single location) to increase productivity and access to information. [Goal 1]

Budget Prioritization:

Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Planning Agenda Item(s)	Strategic Goal(s)	Implementation Timeframe	Estimated Cost	Expected Outcome

Section IV: Technology Planning

Description:

The department utilizes the Datatel database system to maintain information on employee records. These records are used in the mandated reporting processes from the state and federal government.

Currently, the department recruits applicants through local, statewide, and national advertisements. The application process follows an electronic approach for collecting future employee information. The collection system is an online application software hosted by NEOGOV.

Evaluation:

The implementation of NeoGov has streamlined the application process by reducing staff tracking and handling paper applications as well as a more effective method of paper screening for committees.

Recommendation/Plan:

In order to maintain relevancy in process and access to information, it would be imperative that the department adopts the evaluation tracking, onboarding, electronic personnel files module of provided by NEOGOV (\$27,000 one time and \$16,000 annual)

Budget Prioritization:

Prioritized Recommendations Requiring Institutional Action for Inclusion in Technology Master Plan

Planning Agenda Item(s)	Strategic Goal(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
NEOGOVS evaluation tracking, onboarding, electronic personnel files	3	2015-2016	27,000.00	Increased efficiency and safety to records

Section V: Comprehensive Planning Recommendations

Planning Agenda Item(s)	Estimated Cost	Planning Document	Overall Prioritization
NEOGOV evaluation tracking, onboarding, electronic personnel files	27,000.00	ITMP	1
Confidential human resource generalist	60,000.00	HRMP	2
Professional development budget increase	2,000.00	HRMP	3