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 <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Administrative Unit

Office of Human Resources

Submission Year

2019-2020

Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.

Assessment Coordinator Name

London Thomas/Adam Garrett

Enter Assessment Coordinator Email

agarrett@lander.edu

If more than one coordinator, please choose one for emails to be sent to.

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.

Update Lander University human resources policies and procedures.

Pillar of Success Supported

○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

○ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

⊙ Employer of Choice

○ Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

Continued update of human resources policies and procedures to ensure that Lander's policies and procedures are in accordance with state human resources regulations. Lander's Employee Handbook will be reviewed and policies will be updated and placed on the University Policies webpage after approval has been granted.

Timeframe for this Outcome

Academic Year 2019-2020

Ex. Academic Year 2017-2018

Performance Target for "Met"

This outcome will be considered "met" when 10 of the 15 remaining policies and procedures in the Employee Handbook have been removed, updated, and placed on the University Policies webpage within the 2020 calendar year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

A "partially met" level of achievement would be considered if five of the 15 remaining policies and procedures in the Employee Handbook were removed, updated, and placed on the University Policies webpage within the 2020 calendar year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

A performance target of "not met" would be considered if two of the 15 remaining policies and procedures in the Employee Handbook were removed, updated, and placed on the University Policies webpage within the 2020 calendar year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	Frequency of Assessment
Review of policies posted to the University Policies webpage beginning with policy number 5.12 that will have been updated in 2020.	Assessment of policies done monthly to determine stage of policy approval.

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

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

No data has been collected. Data will be available throughout the year as policies are reviewed, updated, and posted online.

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

Updated policies and procedures will keep Lander up-to-date with state human resources regulations and provide a clear understanding of what is to be expected of faculty and staff.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

The goal would be that 10 of the 15 remaining policies and procedures in the Employee Handbook have been removed, updated, and placed on the University Policies webpage within the 2020 calendar year.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Changes made will be to work towards accomplishing goal of updating at least 10 policies in the upcoming year.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

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.

Increased employee engagement activities and outreach for Lander University's faculty and staff.

Pillar of Success Supported

○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

○ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

⊙ Employer of Choice

○ Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

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 2019-2020

Ex. Academic Year 2017-2018

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.

The anticipated level of achievement for this Outcome to be considered "Met".

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.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

A performance target of "not met" would show that only four employee engagement events were held out of 12.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Calendar to keep track of employee engagement events	Assessment to occur monthly.

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Employee engagement events have been held at least one time per month this academic year. Events held at least once per month during the summer months of 2019	

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Budget of $3,000 to cover expenses related to employee engagement events.

Include estimate of cost.

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

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.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Events will be added to work towards meeting proposed goal of one employee engagement event per month.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

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.

Increased recruitment visibility of Lander by attending more career fairs in the upcoming year.

Pillar of Success Supported
○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

○ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

⊙ Employer of Choice

○ Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

The Office of Human Resources plans to attend at least two career fairs in the upcoming year.

Timeframe for this Outcome

Academic Year 2019-2020

Ex. Academic Year 2017-2018

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.

The anticipated level of achievement for this Outcome to be considered "Met".

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.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

A performance target of "not met" would no career fairs attended by the Office of Human Resources.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Calendar to track upcoming career fairs.	Assessment will occur quarterly to account for any career fairs that the Office of Human Resources may attend.
Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).	

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
No data collected at this time. Data will be available after the year has ended to determine if outcome is met.	
If this is a new outcome and no data has been collected, you should explain when data will be available for entry.	

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.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

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.

Include estimate of cost.

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

The Office of Human Resources plans to attend at least two career fairs in the upcoming year.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Changes made will be to ensure career fairs are identified by the Office of Human Resources to meet the goal being proposed.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

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.

Implementation of Employee Assistance Program

Pillar of Success Supported
○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

○ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

⊙ Employer of Choice

○ Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

Employee Assistance Program, administered by vendor LifeServices, implemented for use by faculty and staff within the 2019-2020 academic year.

Timeframe for this Outcome

Academic Year 2019-2020

Ex. Academic Year 2017-2018

Performance Target for "Met"

Anticipated level of achievement would be full use of Employee Assistance Program and its resources by faculty and staff within the calendar year 2020.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Partially met target would indicate Employee Assistance Program implementation, but no notification and introduction to faculty and staff that this service is available for use.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Not met performance target would be no implementation of the Employee Assistance Program in the year 2020.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
No assessment measure used as program will either be implemented for use or not.	Assessment to be reviewed in January 2020 for implementation.

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

No data collected as implementation of program will determine the outcome being met.

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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

Comments/Narrative

Employee Assistance Program, administered by LifeServices, will provide faculty and staff with benefits such as counseling, financial consultation, wellness and worklife benefits to ensure an increase in the effectiveness and productivity of Lander University's employees.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

$1.08 per employee per month to be invoiced quarterly by the vendor, LifeServices.

Include estimate of cost.

Explanation of How Resources Will Be Used

Resources used will cover funding for EAP services provided by LifeServices.

Goal Summary

Goal Summary/Comments

Employee Assistance Program, administered by vendor LifeServices, implemented for use by faculty and staff within the 2019-2020 academic year.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

No changes will be needed as program is expected to be implemented in January 2020.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)