

# SUNY Potsdam Administrative Unit Assessment Report and Improvements

**Administrative Unit: Human Resources**

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**Mission Statement:**

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets	Results	Planned Improvements Based on Assessment Results <sup>1</sup>
1. Provide timely and accurate payroll services to SUNY Potsdam and SUNY Canton	Payroll submitted on time by deadline each payroll period with no errors.	Measure OSC rejections, over payments, and late payments to ensure continuous improvement. Implement formal feedback tool for shared services payroll.	Measurements in place and improvement noted.  Implemented.	Begin root cause analysis for 2017-2018 of each overpayment or late payment.  Continue feedback for shared services payroll.
2. Deliver recruitment excellence	Compete for talent with effective recruitment strategies and efficient recruitment processes. Consult with search committees and hiring resources to serve as a resource. Promote SUNY Potsdam as a great place to work. Support the diversity strategic	Analyze recruitment sources for success. Communication of positive employee stories, milestones and successes. Ensure recruitment methods are in line with Diversity Strategic Plan by consulting with CDO on ads and guidelines.	Analysis and cost containment measures implemented.  Employee recognition expanded.  Search processes revised to support DEI Strategic Plan	Further analysis and reduction targets of advertising.  Work with College Communication to develop communication plan to market SUNY Potsdam as a great place to work.

<sup>1</sup> Student complaints and resulting program improvements must be included here.

	plan.			
3. Develop campus talent	<p>Provide career pathways and support for high performing and promotable employees.          Develop a tool kit for training and development.          Review performance evaluation methodology.</p>	<p>Execution of Rising Stars program          Development of formal succession plan          Create plan and timeline.          Complete comparative analysis with SUNY comprehensives.</p>	<p>Completed Rising Stars program, graduating 4 participants.           Implemented training and development website.           Analysis complete.</p>	<p>Monitor ongoing development of Rising Stars graduates and provide continued support.           Create a Supervisor Toolkit.</p>
4. Provide value added Human Resources service	<p>Provide effective Human Resources advice, consultation and services and ensure compliance with government mandates and laws.          Provide information and resources to ensure that employees are effectively able to understand the terms of their employment, options, and benefits.</p>	<p>Adherence and completion of calendar of HR responsibilities.          Exit survey measurement.          Current policies and procedures</p>	<p>Completed.           Exit survey results reviewed at President's Council.</p>	<p>Implement plan from lessons shared from the Process Mapping initiative.           Implement action plan based on exit survey results.</p>