

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: Human Resources

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Assessment Year: 2023-2024

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made. Units should select a goal that has not yet been reported on during the '22-'26 cycle.

Selected Goal

Develop and enhance employee skills, knowledge, and service to the campus to assist with the campus' employee retention efforts.

Desired Outcomes/Objectives

- 1A. Promote individual development award (IDA) process through partnership with the IDA committee.
- 1B. Develop new supervisor training tailored to classified employee supervisors.
- 1C. Provide an enhanced and effective orientation process for new employees.
- 1D. Market Bizlibrary system as a professional development tool.

NOTE: Once completed, administrative unit leaders should submit this form to their direct supervisor for review and approval. Supervisors, upon approving the form, should submit it to the assessment committee via email at adminassessment@potsdam.edu for their review.

Related Targets/Measures

- 1A. Human Resources will market and promote Individual Development Awards (IDA) to UUP faculty and staff in an effort to utilize all funds allotted to the campus.
- 1A. Utilize at least one new method in which Human Resources communicates and promotes the IDAs through partnership with on campus resources during the IDA application period.
- 1A. Follow up with individuals who submitted applications to determine where they heard about the IDAs for this application period. In the next application period will add the information to the application form.
- 1B. Roll out a new platform for classified supervisor training within 12 months of the execution of this assessment.
- 1C. Engage key stakeholders with a Qualtrics survey to determine useful and relevant orientation topics and schedule and follow up with in person interviews as necessary to clarify survey results.
- 1D. Run quarterly reports to determine the most utilized trainings and highlight/communicate the resources to the campus community on the Human Resources training and development website.
- 1D. Based on the quarterly report communicate at least 1 training to the campus community on a quarterly basis.

Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.

- 1A. For the period July 2, 2023 through July 1, 2024, we received 33 applications. Of those applications 33 were approved by the Individual Development Award (IDA) committee and 32 were approved by the state level approval. The one was not approved at the state level because it did not meet the requirements. There was a significant increase in the number of applications received from 2022-2023 to 2023-2024, an increase of 51%. Not only did Human Resources use email communication but a new method used was social media. Human Resources has created their own Facebook page to communicate and market information to the campus community. On March 15, 2024, Human Resources added the question to the application of where they heard about the IDAs, there were a total of 12 applicants that used the new application form. Email correspondence was indicated by 75% of the applicants, 17% indicated they were informed by a colleague and 8% indicated that they had applied for an IDA previously. This will continue to be implemented as part of the IDA application.
- 1B. Human Resources first engaged in conversations with Physical Plant supervisors. Physical Plant supervisors were selected because they supervisor a large number of classified staff as well as have a range of years of service. These supervisors were interviewed to get a base line for what information would be helpful in new supervisor training as well as the mode of delivery. Based on that information, a series of online training courses were rolled out to the supervisors as well as a designated teams channel with useful resources. After the supervisors completed the training, another in person interview was conducted to determine if the program was helpful. The feedback provided was minimal so no major changes were made to the program. Perhaps something to look at moving forward is an anonymous survey to collect feedback on the materials. Since July 2023, the program has since be assigned to four clerical hub supervisors.
- 1C. Two surveys were administered regarding orientation. One to participants and one to the presenters. One was sent in December of 2023 and one in July 2023. Based on the two surveys we have added information on different areas of the campus and have included representatives from the unions to be present for any questions.
- 1D. Human Resources has not communicated training beyond the compliance training. Human Resources does not want to use email as the only communication method and therefore will utilize social media to communicate opportunities within Bizlibrary. The learning management system that we use, BizLibrary, has implemented a skill booster

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email communication to all active users. As a result, our employees are notified of highly utilized training and new training that is available. This was a recent update to our system so we will need to monitor to see if there is an increase in the use of the system.

Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

1A. Increase the number of social media posts as well as review the application question to determine where applicants are seeing the IDA information. Also consider adding a question to the application of where it would best be advertised to reach the UUP employee population.

1B. Review the use of a short online survey to determine if materials are valuable to the new supervisor.

1C. We will be offering orientation twice a year, once in the fall and once in the spring. Make orientation mandatory for all new employees. Everyone is required to attend in person unless they will not be working directly on campus. We offer a virtual (Teams) option for these people. After looking at the survey results, staying for a half day, in person format seems to be the best.

1D. Utilize the skill booster data to make recommendations on useful training to the campus community through social media. For the first quarter of 2024, 433 Bizlibrary self-initiated courses were launched covering 127 titles. The 2nd quarter had 481 Bizlibrary self-initiated training courses launched with 139 titles. Human Resources will continue to track trends with self-initiated training and will strive to highlight one course per quarter on our social media platforms.

SECTION 2: DATA INFORMED DECISIONS & UNPLANNED ASSESSMENT (OPTIONAL, BUT VALUABLE)

The experiences of every administrative unit contribute to our collective narrative as a campus. We encourage you to share an example from this past year where you leveraged data or assessment type activities. This could involve planning, taking action, and/or solving a problem. Unlike section 1, there's no need for a formal reporting structure for this section. Instead, focus on a narrative that highlights what was done, the results and the impact of your efforts. Please include any related data and information when available and appropriate.

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