SUNY Potsdam
Administrative Unit
Assessment Summary Form

Administrative Unit: **Human Resources**   *Unit Contact Name:* **Melissa Proulx**   *Date:* **October 4, 2022**

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PURPOSE
This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports 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: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP
A key component of the continuous improvement assessment process is following up on prior year assessment plans and reports. Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

Prior Year Assessment Plan – Desired Goal and Outcome(s)
Copy/Paste or enter the goals and outcomes from your prior plan that you wish to highlight and summarize. Also list any relevant results data and planned actions that may have been previously listed.

Goal:
- Provide efficient Human Resources solutions.

Outcomes/Objectives:
- Expansion of online tools and programs.
- Maintain electronic signature policy and forms.

Based on the outcomes, collected data/results, and planned actions, please describe what specific actions were taken and the resulting impact, if any.
Results:
- Timely processing is critical to an efficient Human Resources office. Transactions occur on a daily basis which impact our employee population. For example, their pay, benefits, leaves, and time & attendance to name a few. HR utilizes paper forms that required hard signature, which is not an efficient way to process requests. In order to ensure a more efficient and timelier outcome HR has begun to utilize Microsoft Forms, Teams, and Sharepoint. An increase in efficiency was realized from using teams to ensure all parties involved in these processes had immediate access to needed information and forms.

- HR also created online forms for paper processes that did not require automated approval. This has allowed the use of the electronic signature policy which has decreased the need for follow-up from HR as the documents can be easily accessed. In addition, we have created several forms with automated approval processes. However there has not been sufficient time to assess if they have reduced errors and turnaround time. This is an area of focus moving forward.
- As a means to measure our success relative to this goal, HR tracked typical requests for information throughout the process of moving away from paper forms. An obvious downward trend in the number of requests for information was recorded. A correlation exists between the declining information requests and the increasing prevalence of electronic options for many of these processes.

SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year. What did you assess and how? What were the results? What did you learn from it and do as a result?