

**SUNY Potsdam  
Administrative Unit  
Assessment Summary Form**

**Administrative Unit:** Human Resources

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**Assessment Year:** 2022-2023

**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.

**Selected Goal**

Engage employees and supervisors in a relevant and robust performance management process and compliance training process in order to positively impact employee performance and retention.

**Desired Outcomes/Objectives**

- 3A. Increase the completion rate of performance programs/evaluations relative to set due date.
- 3B. Increase the completion rate of compliance training relative to set due date.
- 3C. Develop resources on effective performance management for supervisors.

**Related Targets/Measures**

- 3A. On a monthly basis monitor through reporting the completion rates of performance programs/evaluations in order to see a ten percent increase in completion rates over 12 months.
- 3A. Establish a reminder schedule and process for supervisor accountability within one month.
- 3B. Relative to the assigned training monitor through reporting the completion rates of compliance training in order to see a ten percent increase in completion rates over 12 months.
- 3B. Establish a reminder schedule and process for supervisor accountability within one month.
- 3A/3B/3C. Develop at least one training document for supervisors within 6 months.

**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.**

3A. Performance program completion rates are broken down by bargaining unit below. We need to do the entire 12-month cycle to look at evaluation rates.

- MC – 32% increase from January 2023 (21%) to June 2023 (53%)
- UUP – 10% increase from January 2023 (75%) to June 2023 (85%)
- CSEA – 3% increase from April 2023 (75%) to June 2023 (78%)
- PEF - 0% increase from April 2023 (33%) to June 2023 (33%)

3A. A procedure document was approved by President's Council for performance programs/evaluations. This document outlines HR's reminder schedule as well as a referral schedule to each level of supervisors, President's Council, and Associate Vice President for Administration & Human Resources if performance programs/evaluations are not completed. This document was approved by PC on April 5, 2023 which has been noted on the agenda.

3B. The January 2023 assigned compliance training completion rates were as follows, February 44%, March 59%, April 75%, May 81%, June 81%. The February 2023 assigned compliance training completion rates were as follows, March 54%, April 76%, May 81%, June 80%. A number of temporary employees are hired for the summer which may account for the one percent decrease.

3B. Human Resources created a compliance training policy which outlines a reminder schedule as well as referral schedule when compliance training is not complete. HR followed standard procedures for the implementation of a new policy (PC approval, union review, and communication to campus). The Policy was approved by President's Council on February 22, 2023 and communicated to the campus on March 28, 2023 by the Associate Vice President for Administration & Human Resources.

3A/3B/3C. Human Resources partnered with UUP to offer two performance program/evaluation training sessions on June 15, 2023. Participants were supervisors of UUP employees. The topics discussed from a PowerPoint presentation included, the creation of performance programs, when plans should be changed, the use of secondary sources, and effective evaluations. The total number of participants was approximately 10. As part of another assessment goal Human Resources has developed a new classified supervisor training. HR identified a performance program training created through the state learning management system and assigned to Physical Plant supervisors.

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

The implementation of the policy/procedures for compliance training and performance program/evaluation has increased our completion rates. We will continue to utilize these practices in order to meet our 10 percent increase goal. Although the MC employees had the largest increase in completion rates of performance programs the overall completion rate is low. Therefore, HR needs to focus efforts on MC employees. In addition, PEF did not have any increase in performance programs yet is the smallest employee population. This will need to be another area of focus for HR. In reviewing the data for this assessment it was discovered that Custodial Services (CSEA) and APSU

cannot be tracked the same way for completion rates because their performance programs are based on anniversary dates. HR needs to develop a different way to track these employee groups in the next six months so that we generate meaningful data.

The training was not well attended from the joint labor management training. HR needs to review communication, modality, and content to ensure other trainings and resources are useful for our supervisors.

## **SECTION 2: ADDITIONAL ASSESSMENT ACTIVITY**

Please use this space to share an example from this past year when you used assessment and data to plan and/or take action. Be sure to include any available information relating to the results and impact. Your example for this section does not need to be directly tied to your previously submitted administrative unit assessment plan.

A recent example was the clerical analysis performed by HR and a subcommittee. The purpose of the analysis was to create efficiencies among our administrative staff and duties. There were multiple levels of data collected for this analysis which included, administrative numbers from other SUNY campuses, a survey to administrative staff and supervisors, and in person information sessions with administrative staff based on the survey and in person interviews with each PC member. The impact has been the reclassification of positions with certain departments which better aligns duties with the title, the creation of clerical hubs within our academic schools which has better aligned of positions across the campus without having to hire new employees.