

**SUNY Potsdam
Administrative Unit Assessment Plan**

Administrative Unit: Human Resources

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Mission Statement: The Human Resources Office supports the College's mission and strategic initiatives and embraces The Potsdam Pledge. As a customer focused department, we will:

- Provide accurate, timely and professional service and information
- Strive for efficiency, innovation and transformation

| Goals | Desired Outcomes/Objectives | Assessment Methods and Targets/Measures |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provide timely and accurate payroll services. | Payroll submitted on time by deadline each payroll period with no errors. | Measure OSC rejections, over payments, and late payments to ensure continuous improvement. |
| Deliver Recruitment Excellence | <p>Compete for talent with effective recruitment strategies and efficient recruitment processes.</p> <p>Consult with search committees and hiring resources to serve as a resource.</p> <p>Promote SUNY Potsdam as a great place to work.</p> <p>Support the diversity strategic plan.</p> | <p>Analyze recruitment sources for success.</p> <p>Communication of positive employee stories, milestones and successes.</p> <p>Ensure recruitment methods are in line with Diversity Strategic Plan by consulting with CDO on ads and guidelines.</p> |
| Develop campus talent | <p>Support succession planning in order to development employees and fill gaps created by attrition.</p> <p>Develop a tool kit for training and development.</p> | <p>Development of formal succession plan.</p> <p>Implementation of full Bizlibrary suite and other resources available to employees.</p> <p>Continued education and communication of the</p> |

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| | Promote performance evaluation process. | importance of performance programs and evaluations. This includes partnering with others across campus. |
| Provide value added Human Resources service | <p>Provide effective Human Resources advice, consultation and services and ensure compliance with government mandates and laws.</p> <p>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.</p> <p>Exit survey measurement.</p> <p>Current policies and procedures.</p> <p>Ensure employees complete compliance training.</p> |
| Provide efficient Human Resources solutions | <p>Expansion of online tools and programs.</p> <p>Maintain electronic signature policy and forms.</p> | <p>Improving onboarding and exit procedures to ensure timeliness and electronic measures.</p> <p>Utilize campus resources to improve Human Resources transactions and functions.</p> <p>Timely processing of employment transaction.</p> |