

SUNY Potsdam Administrative Unit Assessment Report and Improvements

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	Results	Planned Improvements Based on Assessment Results ¹
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.	Analyzed benefit of shared services to SUNY Potsdam and determined discontinuation in our best interest in 2018. Able to focus services on SUNY Potsdam. Implementation of EAF guidelines, schedule of deadlines, and online EAF processing.	Training and communication on EAF guidelines, schedule of deadlines, and online EAF processing. Develop process online process for stipends, summer session, and extra service.

¹ Student complaints and resulting program improvements must be included here.

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 plan.	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. DDEI office meets with search committees to review the affirmative action process and search procedures.	Continue to develop cost savings analyses and measures. Expand use of Analytics through SPOLR.
3. Develop campus talent	Provide career pathways and support for high performing and promotable employees. Develop a tool kit for training and development. Review performance evaluation methodology.	Execution of Rising Stars program. Development of formal succession plan. Create plan and timeline. Complete comparative analysis with SUNY comprehensives.	Implemented online performance program system. Collaboration with campus unions to provide professional development workshops for employees.	Analyze staffing to develop formal succession plan. Communicate Bizlibrary professional development suite.
4. Provide value added Human Resources service	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.	Adherence and completion of calendar of HR responsibilities. Exit survey measurement. Current policies and procedures.	Updated policies and procedures to meet any changes or mandates. Obtained new compliance license and HR has assumed all responsibility for compliance training.	Teams HR calendar to ensure adherence and completion in a more efficient and automated manner. Implement additional compliance trainings through Bizlibrary.