

**SUNY Potsdam
Administrative Unit
Assessment Plan**

Administrative Unit: Human Resources

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PURPOSE

Administrative Assessment is an ongoing process that allows a unit to evaluate and – where necessary – improve its programs, services and operations. Assessment is a systematic approach to demonstrate continuous improvement in programs, services and operations. This template is to be used when creating your assessment plan. Assessment plans should be measurable, meaningful and manageable.

UNIT 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 to both current and prospective employees. We will engage key stakeholders in order to foster a collaborative and positive campus community that allows both students and employees to succeed. Through the development, implementation, and oversight of Human Resources policies, procedures, and practices we will promote the equitable treatment of all employees, a professional and safe work environment, and effective professional development opportunities. Human Resources will provide educational resources, leadership guidance and training to attract, retain and develop high performing employees.

GOAL #1

Reminder: Generally speaking, goals should be grounded in the mission of the unit, be broad, and linked to the overall institutional priorities and goals. They should focus on strengthening and improving critical functions, services and processes and reflect the most important/urgent priorities of the unit.

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

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| <p>GOAL #1 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO? (Select all that apply)</p> <p> <input type="checkbox"/> Retention and Enrollment <input checked="" type="checkbox"/> Financial Stability and Analysis <input checked="" type="checkbox"/> Academic Programs and Planning <input type="checkbox"/> Strengthening Community Connections <input type="checkbox"/> Diversity, Equity, Inclusion, & Belonging </p> | <p>Briefly describe the link between goal #1 and the institutional priority area(s) selected.</p> <p>Providing professional development opportunities directly relates to financial stability and analysis and academic program excellence. By developing and enhancing our employees skills, knowledge, and service to the campus we increase retention of employees resulting in less costly turnover. We are also ensuring our faculty are able to provide the highest educational experience to our students as they are able to continue learning and mastering their fields.</p> |
| <p>GOAL #1 – DESIRED OUTCOMES AND OBJECTIVES Tip: Outcomes and objectives should be SMART... <u>S</u>pecific, <u>M</u>easurable, <u>A</u>chievable, <u>R</u>elevant, <u>T</u>ime-bound</p> <p> 1A. Promote Individual Development Award (IDA) process through partnership with the IDA committee. 1B. Develop a 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. </p> | |
| <p>GOAL #1 – ASSESSMENT METHODS, MEASURES, AND TARGETS Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.</p> <p> 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. </p> | |

GOAL #2

Identify and develop strategies for recruitment excellence under fiscal constraints.

GOAL #2 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☐ Retention and Enrollment
- ☒ Financial Stability and Analysis
- ☐ Academic Program Excellence
- ☐ Strengthening Community Connections
- ☒ Diversity, Equity, Inclusion, and Belonging

Briefly describe the link between goal #2 and institutional priority area(s) selected.

Utilizing a robust recruitment strategy links to financial stability and analysis and DDEI. Attracting and retaining the best individuals for our positions, ensures we are providing the best services to the campus community while again decreasing costly turn over costs. HR will assist DDEI in implementing initiatives and strategies to attract and retain the best candidate for a position.

GOAL #2 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

2A. Implement the use of social media to promote positions on campus.

2B. Improve and revise the search procedures in order to provide a clear, consistent, and fair search process.

2C. Host a student intern to develop a social media communication plan and strategy.

GOAL #2 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

2A/2C. Work with intern to develop social media communication strategy within 12 months of the execution of this assessment.

2B. Update current search guidelines to include an advertising standard practice within 6 months.

2B. Utilize bizlibrary content in order to implement appropriate search committee training within 6 months.

GOAL #3

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.

GOAL #3 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☐ Retention and Enrollment
- ☒ Financial Stability and Analysis
- ☐ Academic Program Excellence
- ☐ Strengthening Community Connections
- ☒ Diversity, Equity, Inclusion, & Belonging

Briefly describe the link between goal #3 and institutional priority area(s) selected.

Engaging employees in a robust and thoughtful performance/evaluation program decreases employee turn over costs while improving academic and administrative programs. Ensuring employees know what their job expectations are and how well they are performing ensures the campus is utilizing its resources appropriately. The spirit of belonging can also be engrained in our culture by holding everyone accountable to these standards which can be outlined in a performance program/evaluation. High functioning performers also will provide the best services to our student population, which can result in increased employee retention. It is important that employees receive feedback on their performance for these reasons.

GOAL #3 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

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.

GOAL #3 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

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.