

**HUMAN RESOURCES PROGRAM REVIEW
First Follow-Up Report
Fall 2006**

**HILLSBOROUGH COMMUNITY COLLEGE
TAMPA, FLORIDA**

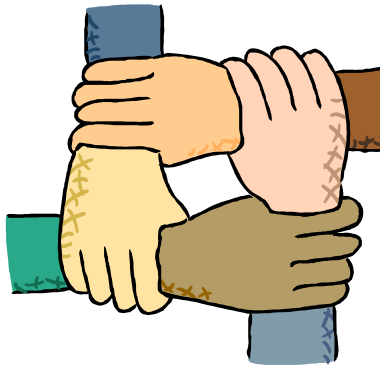
RESPONDENT

Sue Flaig, Executive Director of Human Resources

PROGRAM REVIEW COMMITTEE FOR HUMAN RESOURCES

**Mary Bendickson, Dean of Arts & Sciences, Plant City Campus
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A task force was assembled in the Spring Term of 2006 to conduct a Program Review of the services provided by the Human Resources Unit. Below is a listing of the 11 Task Force recommendations followed by a brief Report of Progress toward implementation. This report will be followed by a 12-month Progress Report. Recommendations that are not achieved within 12 months will be incorporated within the unit planning objectives to insure a continued focus on their attainment.

RECOMMENDATIONS FOR IMPROVEMENT

It is recommended that the Human Resources unit:

1. Identify a stable funding source for the employee award program.

STATUS: Completed. FSPD funds have been identified as a funding source.

2. Conduct a comprehensive review of employee files.

STATUS: The faculty files have been comprehensively reviewed in anticipation of the SACS visit. Since July 2006, we have been checking to insure that the pay level indicated on the faculty transcript evaluation is commensurate with salary being paid. We are in the process of reviewing all professional/managerial employee files to insure integrity.

In addition, we have developed and run on a regular basis the following electronic audit reports to identify:

- **missing first names, birthdates, social security numbers, ethnic code and sex code. The same report also identifies erroneous birthdates that would suggest an employee is younger than 16 or older than 90.**
- **missing building, room number, work phone number and fax number.**
- **improperly formatted work phone numbers.**
- **A full-time temporary position coded as being covered by a bargaining unit.**
- **full-time employee codes as being covered by a bargaining unit.**
- **missing Employee Records files which are needed to supply required payroll information.**
- **full-time employees with missing email address.**
- **missing supervisor data.**
- **open status records with no recorded status.**
- **position records with no supervisor position number recorded.**
- **US addresses that contain "USA".**
- **HRPER records of separated employees with missing or improper status codes.**
- **employees who have not been recently paid but still have open assignments.**
- **wage records with a GL number other than that recorded in the associated position record.**
- **full-time positions that have multiple persons assigned.**
- **full-time faculty with an assigned grade that does not match the level of their highest credentials.**

These audit reports will assist in insuring the integrity of the Datatel personnel records.

3. (a) Convert to an electronic filing system via an imaging system to the extent that hard copy is not required. An electronic system will facilitate access, monitoring, and verification of receipt of paperwork. Until then, HR staff continue visits to campuses to courier and verify receipt of paperwork as an assistance to the process of gathering documents; (b) continue to send regular monthly report to campuses of missing documents; (c) continue the part-time position hired to assist with filing on a permanent basis; (d) consider a redeployment of duties performed by varying personnel at the campuses for amalgamation into a single position for financial and HR work.

STATUS: (a) We await the imaging project with great relish. After student and finance, we should be in line to take advantage of the many extremely helpful features of imaging; (b) we will send monthly missing documents reports; (c) we will seek permanent funding of the part-time position in the new budget cycle; (d) in conjunction with the VP for Administration/CFO, HR will develop a business management position model appropriate for each campus to handle financial and human resources matters; we will start with Dale Mabry as a pilot.

4. Establish a unit objective for the 2007-09 biennium to improve the rate of satisfaction to above the college average as measured by the biennial Faculty/Staff Survey.

STATUS: Will do.

5. Modify the performance review form to reflect the current college goals. Replace references to "Institutional Objectives" with college goals and unit objectives to align with the current planning vocabulary.

STATUS: Completed.

6. Continue with implementation of the "Next Steps" and the "Improvement Opportunities" identified within the Payroll Process Review Project. Report when recommendations have been implemented and, if the outcome was ineffective, recommend revisions.

STATUS: Payroll Process Review Project is on-going. A Datatel consultant was on site October 25, 2006, to render suggestions and recommendations for better utilizing Colleague features. Those recommendations are now under consideration.

7. Consider elevating the issue of faculty diversity to a College goal for 07-09 to make it more of a strategic direction for the entire College. Continue the practice of the Employment and the Equity Offices of information-sharing opportunities during hiring to target achievement of a more racially and ethnically representative faculty.

STATUS: Completed. The strategic initiative outlined in Goal 5 states: “Encourage hiring practices that will result in a faculty that is more reflective of the student body profile and the citizenry of Hillsborough County.” The Employment Office will continue to work with the Equity Office as stated.

8. Review forms to allow for space for more input; explore other software which allows for a more robust forms functionality and secure funding for its purchase by the College or HR.

STATUS: When problems with a particular form, such as formatting changes, are reported we deal with them at that time. For many existing forms and as a general rule for all new forms, a free-form field has been/will be placed on the form allowing continuation from any other fields on the form.

We are restricted by the limitations of the tools available to us, primarily Microsoft Word. We will work with Professional Development Services to explore a more robust forms software.

9. Encourage recipients of email on form changes to appropriately share this information with personnel responsible for processing the paperwork. At HR campus representative meetings, insure personnel are aware of changes.

STATUS: We will remind recipients to share in the email we send out. We will utilize the HR campus representative meetings to also disseminate this information.

10. Insure completion and placement of Rules and procedures in Public Folders and on HR website before the SACS on-site visit October 2006.

STATUS: The Rules are on both sites; ninety percent of the procedures are ready to be published.

11. Initiate training programs.**STATUS:**

- **An Administrator Performance Review session is schedule through PDS for April; a non-faculty Performance Review workshop is scheduled through PDS two times in April.**
- **A draft of a training tutorial pertaining to Full-time new hires developed by PDS has been reviewed and critiqued. PDS is now in the stages of incorporating recommended changes and finalizing. When the full-time tutorial is finished PDS will start development of a tutorial for part-time employees.**
- **We will be working with PDS in the new year to develop a workshop on the intricacies of FMLA/ADA and Worker's Compensation.**