

Fall 2008 Comprehensive Program Review

Name of Program: Human Resources
Name of Unit: Human Resources
Name of Area: Administrative Services
Date Completed: 12/01/2008

Program's Mission Statement

We are dedicated to providing exemplary customer service in support of the policies of the Los Angeles Community College District.

Program Outcomes

Customer satisfaction with services.

Program's Characteristics, Performance, and Trends

The program's primary responsibility lies with the processing of employee assignments and time and absence reporting. Related areas of responsibility include publishing, promoting, counseling and assisting with compliance with District and campus procedures and policies relating to labor relations, bargaining agreements. Areas of risk management include work-related injury reporting and return-to-work implementation, and coordinating a semi-annual claims review with the District's workers compensation third party administrator. The program is the campus resource for health and retirement benefits information. Responsibility for the administration of the organizational structure to manage employee positions and control electronic workflow of employee assignments resides in the program. The program manager is identified as the "single point of contact" for resolution of assignment and payroll issues and is responsible for delivery and coordination of training on college and District HR processes and electronic applications.

Program's Strengths and Weaknesses

A strength of the program is staff knowledge and commitment. A recent internal survey of the department indicates that 100% of the staff agrees that we provide an important service and overall that we value the work that we do.

Internal dissatisfaction with the program relates to 44% disagree that "faculty & staff appreciate what we do for them," and 55% disagree with the statement that "we have adequate and appropriate equipment and supplies."

Program's Opportunities and Challenges

Human resources functions were transitioned in mid-2005 to SAP and completely changed many processes. Extensive training was conducted, and subsequent programming to improve or change functionality of SAP has required ongoing training and the necessity to modify and adapt.

There is a need for communication of policies and decisions made at the District Office level to flow more effectively to reach the "front lines."

Evaluation of Program's Performance

The program exceeds its mission and the users are attaining the intended outcomes. The program is strong but struggles with technology that is inefficient, deficient and not designed to serve the business of an educational institution. Improved communication and transmission of information is needed.

Program's 3-5 Year Strategic Directions

It is unknown how the program will change and any evolution is completely out of the control of the program itself and is imposed at the discretion of the District. Job descriptions have not kept up with technological and analytical skills needed.

Goal #1	Short term (1 year)	Status: in progress
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Obtain approval and funding to fill the vacant Administrative Aide position to improve the efficiency and effectiveness of the program which currently has no clerical support for the program manager.

Evaluation of Goal

The impact will be that work can be accomplished within the 8-hour workday. Stress-related medical problems will be mitigated.

Objective #1.1	Status: in progress
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Request to fill the position by including a request in the annual unit plan for the program (although position was previously approved) and conduct a selection process to fill the vacant position.

Impact of Objective on Other Programs, Units, and/or Areas

Impact on the Area: Student Services
Improved service and communication

Impact on the Area: Administrative Services
Improved service and communication

Impact on the Area: Academic Affairs
Improved service and communication

Resources from Other Sources

Resources from General Funds

Required for How Long: Ongoing

Requested: \$ 52000

Received: \$ 0

Reason for the difference between the amounts:

Funding for this position was eliminated when the position was vacated

Resources Needed: Additional Personnel

Position Classification: Classified Staff

Required for How Long: Ongoing

Position Description:

Administrative Aide

Estimated Cost: \$ 52000

Supporting Rationale:

Provide clerical support for administrative duties

Goal #2 Short term (1 year)

Status: in progress

Create and implement an orientation program for new employees.

Evaluation of Goal

Employees are welcomed to the college, understand the mission and are familiar with resources, incentives and programs to assist them in their performance.

Objective #2.1

Status: in progress

A sub-committee of Staff & Organizational Development Committee has been formed to plan an orientation program for new employees

Impact of Objective on Other Programs, Units, and/or Areas

Impact on the Area: Academic Affairs

New hires in Academic Affairs department disciplines will be better informed

Existing Resources

Program manager and Staff & Organization Development Committee members will plan and conduct new employee orientation

Resources Needed: Additional Budget

Object Code: 4000 SUPPLIES AND MATERIALS

Required for How Long: Ongoing

Requested Amount: \$ 200

Description:

Paper supplies

Supporting Rationale

Materials folders, flyers for orientation program

Individuals Who Participated in Developing this Plan

1. Saunders, Lenore