OREGON COAST
COMMUNITY COLLEGE

SPARE – Service Areas
(Service and Program Annual Review and Evaluation)

Service Area: Human Resources

Date Review Completed: August 2021

Update/Review Year: July 2020-June 2021

Planning Year:
July 2021-June 2022

Budget Request Year:
July 2022-June 2023

Service Area Outcomes (SAOs) Assessment

1. List your service area outcomes below, with the assessment results for each outcome.

OUTCOME #1: Staff will complete all compliance trainings related to their position
Assessment results from 2020-2021: 90% of staff complete all compliance trainings related to their position, and completions are documented in an automated manner.

Background
Electronic called SafeColleges is implemented in late 2017.

The College recognized the need to have an automated system for delivering and documenting completion and started the search vendors.

SafeColleges is an Learning Management System (LMS) that provides a library of trainings that are both compliance related and topics that address safety, wellbeing and inclusion.

2018-19
The launch of the LMS had 4 required trainings
- Clery Act Overview
- Title IX and Sexual Harassment
- Child Abuse: Mandatory Reporting

- FERPA- PCC/OCCC

2019-20
The LMS is used to provide trainings to new employees as part of onboarding.
- Title IX and Sexual Harassment
- Sexual Harassment: Staff-to-Staff
- Drug Free Workplace
- Clery Act Overview
- Child Abuse: Mandatory Reporting
- FERPA- PCC/OCCC

LMS platform upgrade, automation enhanced.

2020-21
The LMS is used to provide trainings to new employees as part of onboarding and for annual compliance and equity trainings.
Automation enhancements require additional data management for this standalone LMS system.

- 2020-21 OCCC FERPA - Passcode: Gd#7C9Y&
- Child Abuse: Mandatory Reporting
- Coronavirus 101 - What You Need to Know
- Sexual Harassment: Staff-to-Staff
- Title IX and Sexual Harassment
- Clery Act Overview
- Diversity and Inclusion: Faculty and Staff
- Drug Free Workplace

New HR/payroll software has LMS system and ability to have documents that require review and acknowledgement uploaded into to employee portals.
- LMS platform to be explored in 2021-22 for higher education compliance related trainings.

OUTCOME #2: Recruitments for vacancies in conducted in a timely manner

Assessment results from 2020-2021: 90% of classes are staffed by 3 weeks prior to start of term.

Background

The College moved from a paper-based recruitment and application process to electronic system in 2018-19 in conjunction with the payroll software that was implemented in 2017.

2018-19
Developed processes for recruitments of current vacancies and ongoing recruitments for part time instructor positions (pool recruitments).

Office of Instruction works with HR to establish processes for pool positions and automates the process in the new HR/payroll software.

2019-20

Continued enhancements of automated recruitments along with recruitments for positions that became vacant.

2020-21
Implementation of new HR/payroll software. Review process of posting for instructional pools.

OUTCOME #3: Performance evaluations are completed within established guidelines. *Assessment results from 2020-2021:* 65% of evaluations are completed according to established timelines

Background
 The College moved from a paper based tracking of evaluations to a software based process in 2018-19. This did not change the paper based evaluation process.

2018-19
Spreadsheet with completion dates were located and manual updates were made into the electronic HR/Payroll system

2019-20
Working with the Office of Instructions, plans were developed to ensure new faculty were evaluation in the first term of teaching. Staff turnover in Instruction hampered this effort. Outreach was done to all supervisors of current status.

2020-21
New HR/Payroll software implemented without the evaluation module. Back to paper tracking until such time the evaluation module can purchased (see funding request)

2. In the last year, how has assessment of SAOs led to improvements in service levels for students and the College community?

Outcome #1- Training
Staff are armed with knowledge of next steps in the areas of training (FERPA, Mandatory Reporting, Title IX , Sexual Harassment, Clery Act, Diversity & Inclusion and Drug Free Workplace) and are better able to assist students and coworkers as needed.

 Outcome #2- Recruitments
 As the Office of Instruction is able to fill vacant position before the start of the term, instructors are able to gain access to training, online course details, meet with supervisor and support staff, and be prepared to provide instruction to students the first day of the term.

Outcome #3- Evaluations

As the performance of faculty and staff is reviewed, any course corrections that are needed are made in a timely and supportive fashion along with faculty and staff being reassured of the value they bring to campus community (students, faculty and staff)

3. (New) In the last year, how has the assessment of SAOs contributed to addressing equity gaps and improving student success rates at the College?

4. In the last year, how has assessment of SAOs contributed to College achievement of core theme subobjectives?

5. What challenges remain to make Service Area Outcome Assessment more effective for your area?

Update on Service Area Goals and Objectives:

1. Provide an update below on your Service area's progress toward achievement of short-term objectives you established in your most recent review/annual update. Are there challenges that have been encountered in accomplishing your objectives?

   What were your short-term goals/objectives in 2019-2020 (from your last program review)?

Outcome #1- Training
   Implementation of the LMS platform upgrade and enhance the automation of this process.
Outcome #2- Recruitments
   Continued use of automated recruitments for all positions.
Outcome #3- Evaluations
   Timely completion of performance evaluations.

   In 2020-2021, what progress did you make toward achieving your prior year goals? Were there challenges you had in accomplishing these objectives?

Outcome #1- Training
   The LMS platform was successfully upgraded. The enhanced automation requires additional data management that was not anticipated but is manageable.
Outcome #2- Recruitments
   The move to a new HR/Payroll system provided both opportunity and disappointment. The opportunity to review current practice for part time faculty positions allows us to reframe our recruitment strategies for this employee type. The lack of functionality in certain aspects of the application was an unexpected step backwards for our applicants.
Outcome #3- Evaluations
   The new HR/Payroll system did not have an evaluation tracking component as part of the initial transition, it is an additional module. There was not enough bandwidth in the HR unit to implement this module during the HR/Payroll implementation

2. (New) As you look toward upcoming (2021-2022, current) year, identify two or more short-term objectives below that will continue to promote progress toward the institution's mission of achieving equitable outcomes for students at the College?

<mark>**Equity Goals/Objectives *for* 2021-22**</mark>

3. As you look to the next year, identify two or more short-term objectives below that will continue to promote progress toward your service area's achievement of your long-term goals.

Outcome #1- Training
Explore ways to integrate the LMS platform (VectorSolutions) into the LMS in Paylocity.

Outcome #2- Recruitments
Explore Paylocity enhancements to the recruitment module, in the area of job specific application templates.
Review functionality of the recruitment module for interface with job boards for greater exposure and richer applicant pools.

Outcome #3- Evaluations
Implement the evaluation module in Paylocity. Work closely with campus partners to ensure understanding and success of the evaluation module.

Requests for Resources **(for Fiscal Year 2022-2023)**

1. For any specific aspect of a goal or objective listed above that would require additional financial resources-, complete the form below. If you are aware of a potential funding sourceother than college general funds, identify the potential source below.

Type of Resource	Requested Amount	Potential Funding Source
Clerical support	5 hours a week	unknown
Evaluation module in Paylocity	$1451 annually	

2. *Describe the purpose of the resource request.*
   Assistance is needed to support the HR unit in keeping personnel files current and compliance related items tracked.

   The Evaluation module will allow for electronic evaluation processed, ease of review by employees and supervisors, the ability to track status of evaluations and any necessary corrective action.

3. *How does this request further college fulfillment of the college mission and its Core Theme objectives?*

The support to keep personnel files and compliance related items tracked is necessary for the HR office to be effective.

Employees want to be provided information on how they are preforming their duties and responsibilities. Evaluations allow for faculty and staff to experience both personal and professional growth.