



**Administrative Program Review  
2023-2024 Annual Update**

Program / Department:	Human Resources
Date submitted:	5/20/2024
Submitted by:	Ruben Ramirez, Director, Human Resources

Outcomes Assessment Report  Revised Plan of Action

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. \*Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

**I. Program Purpose (must align with college mission)**

Describe the need that is met by the program or the purpose of the program.

<p>The Human Resources (HR) department is responsible for the administration of personnel functions for all management, classified, and academic personnel of the college (i.e. recruitment, selection, employment processing, evaluations, employer/employee relations, terminations, policy interpretation and development and employee orientation, training, and professional development). HR is responsible for maintaining equal employment opportunity legal guidelines and the management, interpretation, and implementation of all collective bargaining agreements.</p> <p>The goal of department is to effectively serve the campus community in all areas related to personnel.</p>
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**II. Progress on Comprehensive Program Review Final Plan of Action**

Summarize the progress the program has made on recommendations, including the status of any incomplete items.

<b>Objective 1:</b> Making as many forms electronic as possible.			
<b>SAO 1:</b> Create workflow for paper/adobe sign forms.			
Activity	Timeline	Progress of Measure	Progress/Assessment
Work with IT to set up team Dynamix for RTH and EA forms.	2022- 2027	Turn around time for requests and entry	HR has made progress on this project and is currently drafting several forms and are



			now evaluating if we should use Dynamic Forms or E-Forms through NeoGov, once we determine which option serves our customer base, and is approved, we will implement forms are completed.
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**Objective 2:** Employee Onboarding

**SAO 2:** Reduce time to onboard new employees.

Activity	Timeline	Progress Measure	Progress/Assessment
Set up onboarding module in NEOGOV	2022-2025	Through evaluation and surveys we will measure user satisfaction as the initiator of the hire and as the person who was onboarded.	HR has made progress on creating the module and need to implement another module the Online Hiring Center, to best utilize the onboard module. Both are in progress.

**Objective 3:** Payroll Data Entry

**SAO 3:** Complete payroll entry on time with 99% accuracy.

Activity	Timeline	Progress Measure	Progress/Assessment
Allow more time for data entry	2022-2024	Reports and logs of payroll entries and payroll errors.	There has definitely been progress in the accuracy of the entry however HR is still working to through the obstacles of entering items on time in many cases because we don't receive them on time from the campus community. Errors

**Objective 4:** Professional Development

**SAO 4:** Better manage professional development activities on campus.

Activity	Timeline	Progress Measure	Progress/Assessment
Provide an area where PD across campus can be found so less	Spring 2024	Reports for PD across campus.	We have created and updated the PD website with a



<p>overlap happens and competing events.</p>			<p>calendar to allow all PD events to be housed in the same area, ensuring less overlap and hope that events can be more inclusive.</p>
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**III. Program Assessment**

Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicated about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? *(See Administrative Service Area Outcomes SAOs Assessment Report form on last page)*

See above table for SAOs and their progress within assessment. Each SAO is attached to an objective and activities for being measured.

**IV. Internal/External Conditions**

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

There were major regulatory changes that affected our board policies and administrative procedures which caused us to have to spend more time re-evaluating those items.

What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?

In June 2023, one of our HR Business Partners resigned whose focus was PD, which caused a delay in implementing PD-related items as quickly.  
 In February 2024, Human Resources hired the HR Specialist to take the leave and workers' compensation for the college. This provided other positions in the department to focus on the changing priorities of the department.  
 Human Resources has constantly changing priorities which change the timeline of some of our SAO's. For instance, negotiations, audit information, board policy revisions and the District EEO plan as well as other DEI initiatives took precedent to the completion of our projects.



**V. Update to Final Action Plan**

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

No plans to change or modify at this time.

**VI. Revised - Plan of Action (Annual Update)**

The last comprehensive program review was completed 2022-2023  
 The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

*(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)*

**CHANGES AND MODIFICATIONS**

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS
None at this time	

**ADDITIONS**

PLAN OF ACTION	TARGET DATE
None at this time	

**RESOURCES NEEDED** (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
Facility Needs	Office Space	Unknown
Technology Needs	NeoGov Perform Module	\$50,000
Staffing Needs	HR Analyst (PD Focused)	\$110,457
Equipment (non-technology)		
Other Resources		



**Program Review Annual Update  
Administrative Service Area Outcomes (SAOs) Assessment Report**

**Program / Department:**

Use one row for each SAO

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<b>Objective 2:</b> Employee Onboarding			
<b>SAO 2:</b> Reduce time to onboard new employees.			
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			from the campus community.
<b>Objective 4:</b> Professional Development			
<b>SAO 4:</b> Better manage professional development activities on campus.			
<b>Activity</b>	<b>Timeline</b>	<b>Progress Measure</b>	<b>Progress/Assessment</b>
Provide an area where PD across campus can be found so less overlap happens and competing events.	Spring 2024	Reports for PD across campus.	We have created and updated the PD website with a calendar to allow for all PD events to be housed in the same area, this will ensure less overlap and hope that events can be more inclusive.