



**NON-ACADEMIC
DEPARTMENTAL REVIEW**

2021

HUMAN RESOURCES DEPARTMENT



Non-Academic Departmental Review Self-Study

Department: Human Resources

Department Head: Kellee Munoz

Submitted by: Kellee Munoz

Submission Date: July 19, 2022 Board Of Trustees

INSTRUCTIONS:

Complete this form using department documentation and your own observations. This self-study is designed to be a narrative document and all responses to questions should be supported by rationale, explanation and or specific documentation.

All documentation provided for the Non-Academic Departmental Review Self-Study should include the previous five years, beginning with the 2017-2018 academic year.

Adapted from Azusa Pacific University, Arizona State University, & Tyler Junior College, 2017.

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1: Non-Academic Departmental Review Participants

List the names of **your department personnel** who contributed to the writing of this report and their position/association within your department.

Name	Association/Dept Role
Kellee Munoz	Human Resource Director
Alexis Saenz	Human Resource Generalist
Latricia Sayre	Human Resource Assistant

2: Departmental Profile

A. Mission/Purpose

1. What is the mission of the department and how does it align with the institutional mission and other strategic priorities?

The Human Resource Department is committed to developing and providing innovative services that support and align with the mission of Garden City Community College. We do so with recruitment, professional development, and education to promote individual success to increase the overall value to GCCC.

The Human Resource Department is dedicated to the college's mission of producing positive contributors to the economic and social wellbeing of society. The HR Department strives to provide exceptional customer service with timely and accurate information on topics including benefits, college policies, compensation, employee relations, professional development, and talent acquisition. Human Resources works closely with departments across campus in the programs and services it provides to students and the campus communities by performing with integrity, responsiveness, and sensitivity. We assist in fostering a culture of diversity and inclusion through a collaborative work environment where all members of the college community are treated with dignity and respect.

The Human Resources mission statement was revised and adopted in 2019, after review and discussion with the Human Resource team.

There are four pillars that represent the basic requirements for institutional and academic success: Student Success, Institutional Partnerships, Human, Physical and Financial Resources, and Sustainable Infrastructure.

Examples of collaborative efforts include:

- Coordination of Fall/Spring In-Service
- Compliance training issued through Safe Colleges-Vector Solutions on Title IX Roles of Employees, FERPA Confidentiality of Records, Discrimination Awareness in the Workplace, Sexual Harassment Staff to Staff, Blood Borne Pathogens
- Coordination of Professional Development on campus
- Coordination with Financial Aid on Work Study Orientation-Student Workers
- Coordination with Division Directors on departmental training needs
- Employee Handbook publication and review
- New Employee Guide publication
- Employee Appreciation Awareness across campus
- Providing assistance to all departments with mentoring, employee and/or department concerns
- Implementation of Electronic Employee Performance Evaluation- Paycom
- Auding faculty personnel files

B. Human Resources

Combine all Sub-units for analysis.

1. How does the department assure that all personnel are qualified for their position?

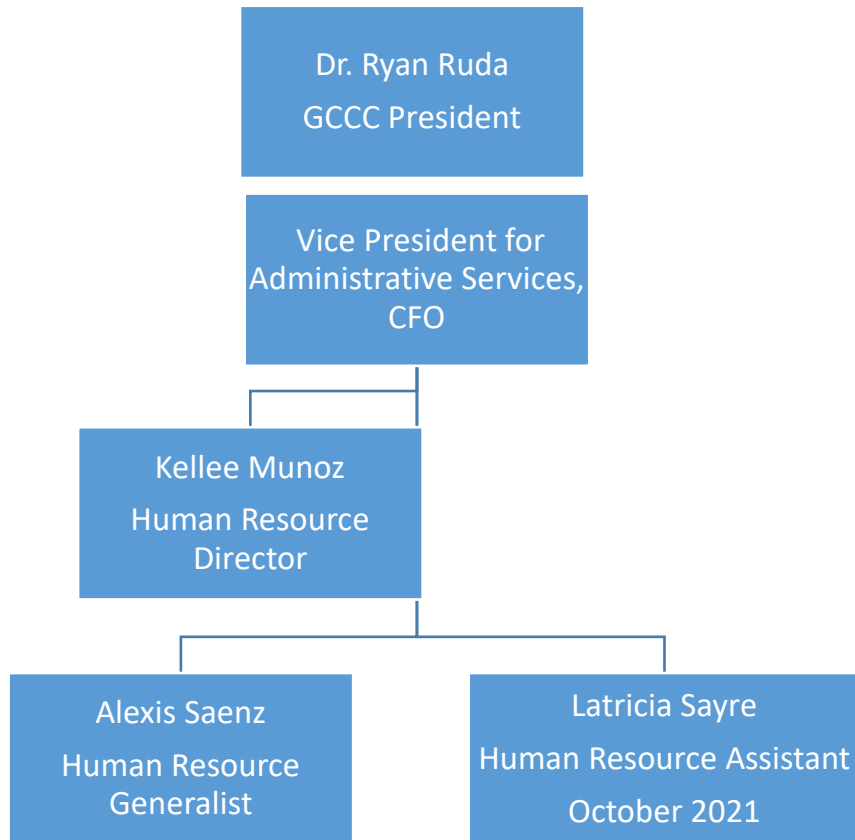
The Human Resource Department facilitates the process for talent acquisition with respect to following all policies and procedures in accordance with federal and state laws. Garden City Community College provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

The Human Resources Department assures that all personnel are qualified for their position by hiring qualified staff, while adhering to the job description and position requirements. Within this department, after hiring qualified staff, department and job specific training occurs as well as continuous resources are provided. Frequent Human Resources meetings occur to assist in the review of the department, processes as well as individual review of training, and resources. Continuous training and resources are provided for each position to assist in compliance as well as institutional policies and procedures.

Name	Position	Credential
Kellee Munoz	Human Resource Director	M.S.-Business Administration
Alexis Saenz	Human Resource Generalist	B.S.-Business Management
Latricia Sayre	Human Resource Assistant	A.S.

As a part of the processes for talent acquisition, Human Resources work with Division Directors/Hiring Managers on the preparation of each job description. All job descriptions encompass *Essential Functions and Responsibilities, Performance Measurements and Knowledge and Skills*, which include experience, education, interpersonal skills, other skills, physical requirements, and the work environment, for each position

2. Include an organizational chart with names and titles.



- List departmental, divisional, College, professional, or community committee or board activities and leadership roles, if applicable, of each full-time employee for the past **five** years.

Kellee Munoz- National Member for the Society for Human Resource Management (SHRM), member of the SHRM of SWKS, member of GCCC College Council.

Alexis Saenz- National Member for the Society for Human Resource Management (SHRM),

Latricia Sayre- started October 2021.

- List names and anticipated dates of retirement (month, year) within the next five years.

NAME	MONTH	YEAR
None		

- How are the results of employee evaluations used in identifying professional development needs?

On an Annual Basis, Human Resources will send a self-evaluation to each employee as a part of the evaluation process. Subsequently, the supervisor will complete the performance evaluation while using input from the completed employee self-evaluation. It is highly encouraged that over the course of the year, discussions are held to review progress toward individual and team goals, which include professional development and training needs.

In 2021, Human Resources implemented an electronic performance self- evaluations/ evaluation through our online platform- Paycom. During this process, training sessions were held for all full-time staff as well as supervisors regarding the evaluation process as well as the utilization of the platform. Human Resources will continue to use the online platform for the employee evaluation process. With this capability, each employee as well as supervisors have the ability to track personal and professional goals throughout the year.

Specifically, for the Human Resource Department, meetings and planning sessions have occurred to assist in identifying individual and program goals. From these discussions, areas of growth have been identified to include opportunities for training including leadership training. Professional development and training are constantly reviewed and monitored within the department goals and mission.

6. What department-specific professional development opportunities are offered/provided by the department?

Human Resources assists in the planning for both Fall and Spring In-Service. As a part of in-service, professional development and training opportunities are included in the scheduled itinerary. Since Spring 2020, topics for training have included, Oh' Shift by Jennifer Powers, Ethics and Stress Management by Corey Ciocchetti and Mental Health Awareness by Compass Behavioral Health.

To assist in gaining feedback for whether in-service was helpful, informative, and overall satisfaction with in-service as well as information and topics for future training a campus wide survey is conducted following each in-service. From the responses, fall 2021 In-service included afternoon breakout sessions to include, Diversity, Equity, and Inclusion (DEI), Canvas training for Instructors and Canvas Basics, KPERS 1,2 and 3, IT Updates and Safety and Admissions processes. For Spring 2022 In-Service, topics of training included "Be a Leader You Would Follow" by Corey Ciocchetti and afternoon breakout sessions on Diversity, Equity and Inclusion, Benefits Overview, Canvas Basics, Canvas New Features for Faculty, IT Updates and Mental Health Awareness.

In October 2020, an online training platform, Safe Colleges-Vector Solutions, was implemented to assist in mandatory training compliance as well as program specific training needs. Training through Safe Colleges-Vector Solutions includes Title IX Roles of Employees, Sexual Harassment Staff to Staff, Blood Borne Pathogens, Discrimination Awareness and Ferpa Confidentiality of Records.

Specifically for the Human Resource Department, training opportunities have included CUPA HR training, Title IX training provided by Husch Blackwell and Human Resource training at the National Society for Human Resource (SHRM) Conference in September 2021. Professional development opportunities are encouraged to assist in furthering their knowledge as well as assisting in job related responsibilities and functions.

7. Show evidence that employees have continued their professional development by attaching a list of current full-time employees who participated in professional development activities during the past **five** years, and those activities.

Kellee Munoz- Started January 2019. Scope of Leadership Development Program-completed April 2021; seven-month process. Title IX Training through Husch Blackwell. Society for Human Resource Management National Conference 2021. CUPA HR Virtual Conference Spring 2022.

Alexis Saenz- CUPA HR Conference 2018. Kansas Community College Leadership Institute (nominated and accepted; eight-month process). Title IX Training through Husch Blackwell. Society for Human Resource Management National Conference 2021. CUPA HR Virtual Conference Spring 2022

Latricia Sayre (Started October 2021)- CUPA HR Virtual Conference Spring 2022

C. Description of the Department and the Customers/Clients Served

1. What are the key functions, processes and services provided by the department? Include production level data such as students/customers served, transactions processed, etc. Explain any compliance duties or responsibilities.

The Human Resources Department have continued to collaboratively review processes and change has continued to occur within the department. In 2019, a review/ needs assessment was conducted of the Human Resource (HR) Department by the HR team. Within this process, the team evaluated the mission statement of the department in collaboration with the mission, vision, and values of the college.

Human Resources works closely with departments across campus in the programs and services it provides to students and the campus communities by performing with integrity, responsiveness, and sensitivity. We assist in fostering a culture of diversity and inclusion through a collaborative work environment where all members of the college community are treated with dignity and respect.

Human Resources will continue to work toward accomplishing our mission by developing and implementing policies, programs and services that balance the efficient use of college resources, while effectively addressing the needs of the college.

There are several functions within the scope of Human Resource Management. Overall, the Human Resource Department is responsible for and assists in the processes of:

Employment/Recruitment

Employee Onboarding

Coordination of Benefits

Job Classification and Compensation Analysis

Employee Training/Professional Development

Compliance/Policy and Procedural Review/ Labor Law Compliance

Employee Relations

Performance Management

Human Resources Initiatives:

Continue to develop and maintain a system for employment and selection that is responsive to the needs of the departments and free from discriminatory biases.

Assisting with the review and implementation of a compensation plan that addresses external competitiveness and internal equity.

Continue to improve processes for point factor grading on job evaluations/descriptions. Every full-time position will have an updated and current job description.

Continuously reviewing college policies and procedures in an effort to improve college services.

Continue exploring new ways to incorporate technology in the delivery of Human Resources services to the college.

Continue to explore wellness and benefit options to employees that addresses internal equity for employees.

2. What impact do those services have on students and other key stakeholders?
What are the department's enhancements to the institution?

With enhancing services and support to all departments across campus, continual review of compliance, policies and procedures for students and key stakeholders. With a coordinated effort, the Human Resource Department assists in enhancing the institution by helping to recruit and retain employees, which ultimately impacts the ability to continue with various programs and services across campus.

As well, we work collaboratively with all departments across campus to fill part-time student positions. Within these supports and services, the Human Resources Department continues to stay abreast with all local, state, and federal regulations.

3. Discuss how the department utilizes appropriate technology to provide services to its stakeholders.

Human Resources has continued to evaluate the needs of the department, which has included revising the processes for mandatory training capabilities, utilizing an improved system for position posting and applicant tracking as well as improving processes for employee onboarding, performance evaluations and communication.

With the review of training for employees, Human Resources transitioned to an online training platform, Safe Colleges- Vector Solutions. In October 2020, an online training platform, Safe Colleges-Vector Solutions, was implemented to assist in mandatory training compliance as well as program specific training needs. Training through Safe Colleges-

Vector Solutions has included Title IX Roles of Employees, Sexual Harassment Staff to Staff, Blood Borne Pathogens, Discrimination Awareness and Ferpa Confidentiality of Records Human Resources will continue to use this training platform to increase in the mandatory training options for employees.

In January 2020, Human Resources transitioned to an enhanced applicant tracking system, NeoEd. Transitioning to the new platform has assisted in improving efficiency for the requisition, approval and posting of positions. The online platform also has improved the process in the ability for candidates to upload all required documents when applying for the position. This enhancement has assisted in facilitating the process for the review of all applicants.

In January 2020, the College transitioned to a new HRIS platform, Paycom, which assisted in the ability to complete all required paperwork electronically for an efficient onboarding process for all new employees. Human Resources have continued to utilize Paycom with improving in communication and processes by sending documents to employees as well as facilitating the performance evaluation process.

We currently use Busermail and Paycom to disseminate information to employees. In the future, Human Resources would like to streamline our communication and resources available, so that employees are able to access all Human Resources information in one location on our website to include, Employee Handbook, Benefits, Employee Resources, Policies and Procedures and Forms to submit.

4. Describe any existing continuous improvement activities.

Since October 2020, an online training platform, Safe Colleges-Vector Solutions, was implemented to assist in mandatory training compliance as well as program specific training needs. Training through Safe Colleges-Vector Solutions has included Title IX Roles of Employees, Sexual Harassment Staff to Staff, Blood Borne Pathogens, Discrimination Awareness and Ferpa Confidentiality of Records Human Resources will continue to use this training platform to increase in the mandatory training options for employees.

2019-2020	Percentage Completed
Discrimination Awareness in the Workplace	89.67%
Sexual harassment Staff to Staff	88.68%
Title IX Roles of Employees	88.15%

2020-2021	Percentage Completed
Blood Borne pathogens Exposure Prevention	84.69%
FERPA Confidentiality of Records	92.12%
Title IX Roles of Employees	92.08%

2021-2022	Percentage Completed
Blood Borne pathogens Exposure Prevention	95.0%
FERPA Confidentiality of Records	85.40%

All new employees are assigned and complete all five (5) assigned mandatory compliance trainings during new employee onboarding and orientation.

Starting January 2020, the department processes were enhanced by transitioning to an advanced applicant tracking system, NeoEd. Transitioning to this new platform has assisted in improving efficiency for the requisition, approval and posting of positions. The online platform as well has improved for all candidates to have the ability to upload required supporting documents. This enhancement has assisted in facilitating the process for the review of all applicants.

In January 2020, the College transitioned to a new HRIS platform, Paycom, which assisted in the ability to complete all required paperwork electronically for an efficient onboarding process for all new employees. Human Resources have continued to utilize Paycom with improving in communication and processes by sending documents to employees as well as facilitating the performance evaluation process.

Year	Number of Performance Evaluations Assigned	Number of Performance Evaluations Completed by Employee	Percentage Complete
2021	136	129	95%

Year	Number of Performance Evaluations Assigned	Number of Performance Evaluations Finalized by Supervisor	Percentage Complete	Number of Performance Evaluations Completed by Supervisor	Percentage Complete
2021	136	77	57%	24	17%

Human Resources will continue to use new avenues to communicate with all current and prospective employees about our services, supports and benefits. As well assist in improving processes for New Employee Orientation and Training. We would like to assist in improving this process with new ways of communicating and disseminating information on departments on campus, resources and supports available to students.

Fall of 2021, Human Resources collaboratively worked with the Marketing Department to create a New Employee Booklet, which includes information and resources on Campus Technology, Benefits, Employee Assistance Program (EAP), Contact Information, Pay Dates, Policy Information on Code of Conduct, Title IX and reporting, Ferpa Confidentiality of Records, Discrimination and Sexual Harassment and Campus Safety. We will continue to improve the information disseminated in the New Employee Guide.

5. Provide any other relevant information needed for a complete understanding of your department.

Local, State and Federal Regulations is constantly changing and because of its evolving nature, it is imperative to stay on top of trainings, webinars, and notifications. As a result, Human Resources consistently review, discuss, and implement ways to improve our policies and procedures to stay in compliance with regulations and to meet the needs of the institution.

3: Departmental Resources

1. Describe the overall adequacy of resources (human, technological, capital, facilities, and fiscal) available to the department for providing effective service delivery and achieving outcomes. If additional resources are needed, please provide data and describe how those resources would improve services.

Include documentation if requesting additional resources.

Human Resources has continued to evaluate the needs of the department. Throughout this process, we have identified that additional resources and support is needed to assist in meeting the needs of recruitment, onboarding, benefit coordination, employee separations, employee relations, training, professional development, and compliance. We have continued to review personnel policies and procedures and developed the Employee Handbook, published to employees in 2021. Annual review and revisions will be made based on policy revisions.

With continuously evaluating the needs of the department and addressing continuous improvement areas, Human Resources was able to continue with operations and met the needs of the institution, through the COVID 19 pandemic, with the application platform (NeoEd) and continuing with the position review, review of applications and work with the selection and interview committee to maintain consistent processes. As well, the institution transitioned to a new HRIS platform, Paycom, which assisted in the ability to complete the required paperwork electronically for an efficient remote onboarding process.

With the budgetary planning process in fiscal year 2021, Human Resources was able to restructure the department to add an additional position, Human Resource Generalist. From this restructure, the department now has three positions: Human Resource Director, Human Resource Generalist and Human Resources Assistant.

From this restructuring, Human Resources is continuing with providing training and cross-training within the department as well as identifying the continued needs to assist in facilitating institutional support. As well, with the review, we are continuing to identify areas of improvements within this department that will improve our service delivery and compliance to the institution.

There are several improvement items and innovative services that this department would like to implement that we currently have on our plan.

- Human Resources Webpage. This would allow for department information to be available to external candidates as well as internally for employee information and resources.
- Enhancements to the New Employee Onboarding and Orientation processes. This would include the development of an orientation video for new employees as well as creating processes that would allow for the facilitation of a new employee mentoring program.

- Creating a process for 90-day new employee, performance reviews. In 2021, Human Resources transitioned employee evaluations (non-faculty) electronically, with utilizing Paycom.
- Creating and implementing additional ways to recognize employee appreciation to assist in recruitment and retention efforts.
- Continue to work with each department of the institution to assist in identifying a training plan for continuous professional development and compliance for each program.

With the planning process, this department would like to collaborate with other departments to incorporate a Compliance Officer as an additional position to the institution. This position would be responsible with ensuring compliance with Title IX, Federal Civil Rights Laws, Fair Labor Standards Act, Family and Medical Leave Act, and I-9 Compliance within Human Resources.

As a long-term goal, there are facilities related requests that would assist the department in maintaining confidentiality. Within this request, we would like to request a closed space that would assist in the process for confidential phone calls and conversations within Human Resources as well as a meeting room space that is equipped to serve as a confidential meeting room as well as computer stations for new employee onboarding and mandatory training as a part of new employee orientation.

4: Departmental Innovation

1. Does the department engage in extracurricular activities as a service to the students and community (yes or no)?

If yes, list activities and explain how they benefit the students and/or community (e.g. fliers, internal department documentation)

No, Human Resources (HR) has not engaged in extracurricular activities as a service to students and the community. The only exception is when students visit the HR department after receiving approval for a work study position. Soon, the HR department would like to begin holding resume builder workshops as well as Interviews Do's and Don'ts for students and the community. These workshops will be held twice a year, once in the fall and once in the spring.

2. What innovative ideas have been incorporated into the operation of the department during the last five years? Discuss the results and provide documentation.

- October 2020, an online training platform, Safe Colleges-Vector Solutions, was implemented to assist in mandatory training compliance as well as program specific training needs
- Starting January 2020, the department processes were enhanced by transitioning to an advanced applicant tracking system, NeoEd. Transitioning to this new platform has assisted in improving efficiency for the requisition, approval and posting of positions as well as facilitated in enhancing our internal process of selection/interview committee to review candidates. The online platform as well has improved for all candidates to have the ability to upload required supporting documents. This enhancement has assisted in facilitating the process for the review of all applicants.
- In January 2020, the College transitioned to a new HRIS platform, Paycom, which assisted in the ability to complete all required paperwork electronically for an efficient onboarding process for all new employees. Human Resources have continued to utilize Paycom with improving in communication and processes by sending documents to employees as well as facilitating the performance evaluation process.
- Fall of 2021, Human Resources collaboratively worked with the Marketing Department to create a New Employee Booklet, which includes information and resources on Campus Technology, Benefits, Employee Assistance Program (EAP), Contact Information, Pay Dates, Policy Information on Code of Conduct, Title IX and reporting, Ferpa Confidentiality of Records, Discrimination and Sexual Harassment and Campus Safety. We will continue to improve the information disseminated in the New Employee Guide.
- Fall 2021, starting October 2021, Primary Care Services through Grow Well Clinic, as a collaborative effort with Blue Cross Blue Shield of Kansas, for all employees and dependents who enroll through health coverage. Mental Health services were expanded, effective, January 2022.
- Creating EEO Guide to Interviewing Candidates.
- Development of a guide for Division Directors and Administration with position grading through Compease- Compensable Factors.

5: Outcomes, Assessment Measures, Targets of Achievement, and Prior Results

1. If data has previously been gathered, list the intended objectives for the department for the past three years and cite the institutional Essential Skills and other Strategic Plan priorities that each objective supports.

Provide professional development for college employees tied to Pillar 3 Human, Physical and Financial Resources with a target completion rate of 80%.

2. Describe the data gathering process and give results.

For all mandatory training assigned, tracked employee completion through Vector Solutions-Safe Colleges.

2019-2020	Percentage Completed
Discrimination Awareness in the Workplace	89.67%
Sexual harassment Staff to Staff	88.68%
Title IX Roles of Employees	88.15%

2020-2021	Percentage Completed
Blood Borne pathogens Exposure Prevention	84.69%
FERPA Confidentiality of Records	92.12%
Title IX Roles of Employees	92.08%

2021-2022	Percentage Completed
Blood Borne pathogens Exposure Prevention	95.0%
FERPA Confidentiality of Records	85.40%

3. Analyze the data by comparing the actual results to the targeted levels of achievement and document what was learned.

Professional development opportunities were offered on campus through the All-employee In-Service as well as the Breakout sessions offered for the afternoon sessions. Human Resources will continue to gather information from employees regarding identifying the training needs on campus and assist in offering additional options for breakout sessions and mandatory compliance training opportunities.

4. The department will gather feedback regarding expectations and performance from stakeholders through interviews, surveys, focus groups or other appropriate measures. This feedback shall be considered when selecting performance

measures and when continuous improvement plans are developed. Describe what changes have been made in response to these measures.

Attach copies of any stakeholder survey results for your department.

**Garden City Community College
2021-22 Spring In-Service Feedback**

1 - Overall, I found the in-service helpful and informative						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	4	4.12%		3.11	
Disagree	(2)	6	6.19%			
Agree	(3)	62	63.92%			
Strongly Agree	(4)	25	25.77%			
Response Rate				Mean	STD	
97/223 (43.5%)				3.11	0.69	

2 - Overall, I was satisfied with in-service?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	4	4.30%		3.11	
Disagree	(2)	6	6.45%			
Agree	(3)	59	63.44%			
Strongly Agree	(4)	24	25.81%			
Response Rate				Mean	STD	
93/223 (41.7%)				3.11	0.70	

3 - On a scale from 1-5, how would you rate the training structure? (1=Not Satisfied/5= Strongly Satisfied)						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
1	(1)	0	0.00%		3.89	
2	(2)	6	6.25%			
3	(3)	26	27.08%			
4	(4)	37	38.54%			
5	(5)	27	28.13%			
Response Rate				Mean	STD	
96/223 (43.05%)				3.89	0.89	

4 - Overall, the topics covered were relevant to me (my position at GCCC)?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	1	1.06%		3.17	
Disagree	(2)	7	7.45%			
Agree	(3)	61	64.89%			
Strongly Agree	(4)	25	26.60%			
Response Rate				Mean	STD	
94/223 (42.15%)				3.17	0.60	

5 - Do you feel more engaged after the meeting?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	2	2.13%		3.00	
Disagree	(2)	11	11.70%			
Agree	(3)	66	70.21%			
Strongly Agree	(4)	15	15.96%			
Response Rate				Mean	STD	
94/223 (42.15%)				3.00	0.60	

6 - What information would be helpful at our next in-service?	
Response Rate	35/223 (15.7%)
<ul style="list-style-type: none"> • I love when we can have a speaker that talks about situations that actually are happening in our work environment. And giving ideas and suggestions to make the work environment a better place. I loved it!!!! • N/A • All the breakout sessions seemed to be on very relevant topics but there weren't enough time slots. I would like other opportunities to attend sessions that I missed this time. • I really liked the IT session, not everyone speaks IT lingo and having smaller group interaction was extremely helpful and the guys were awesome and patient!!! If campus is going to be using TEAMS more training/insight would be good. • not to have the paper bags. They were noisy;) sorry. • Providing self/team growth is very important for everyone. I am very please, and very happy that we had Professor Cory here with us. • I think it would be helpful to Cover Title IX, consent, the process and procedures that fit there. What we should be aware of with students in all of our different roles with brainstorming and reporting out as departments about how we can best create and support a culture of consent. I also think it would be helpful to have an outside presenter or presenter group to come in and work with us all on developing anti-racist strategies, awareness of structural inequalities, and provide tools for having difficult discussions with one another and with students that support our values and help us to support our diverse student body. I think it would also be helpful to use Microsoft Stream to record presentations and information and provide that so that part-time workers, adjunct instructors, and people who might not be able to make the whole in-service could be invited in. • Two check-in lines would be helpful. Appreciate the concurrent sessions. Wish more staff would attend. This i think was a little better with some basic information on benefits this time. The types of programming offered impacts who attends. • Strongly encourage supervisors to allow office staff to attend the afternoon sessions. • a neutral on the survey :) • I'd like to have a better survey. This is confusing. Questions 1 and two seem to be dealing with the morning session, 3 and 4 seem to deal with the afternoon sessions, and I have no idea which session the final question is asking about. There need to be open ended response questions to deal with the issues involved. This In Service (the morning session) was probably one of the strongest ones I have seen. The speaker was engaging and responsive while providing solid information that was relevant and useful. The afternoon sessions were basically blah. I'll reiterate what the speaker said, only in academia are you going to hold hour long meetings when a fifteen minute briefing or e-mail would suffice. We start classes in three days, I need the time for course development, especially since I assumed we would begin the semester in Phase 2 or 3. I did not attend lunch. Though I am fully vaccinated and boosted, I can't afford a quarantine period, so I'm avoiding sustained public contact for as long as possible. I wish there had been an accommodation for the luncheon. • no paper bags:) • I attended the both Canvas Trainings and I do believe both classes had merit and value (I learned one thing I could implement right off the bat in my classes) but with most presenters wearing masks and after receiving muffled directions I checked out and worked on other assignments. • I thought the leadership speaker was interesting and had practical information. • speaker was good, lunch was good....other than that, we would be better off in the office helping students. • goals for the semester • N/A. Really enjoyed Corey- the guest speaker. • For studnet service areas the afternoon breakout sessions is not really do-able as classes start within a week and we can't take a whole day not answering emails or phones or taking walk in students to get them enrolled. If there could be sessions available to student-service areas maybe 2-3 weeks after classes start, that would be nice. Also an option to get CPR certified would be great and more offerings that aren't so faculty/teacher focused. • It was great Thank You! • As far as our keynote speaker it would be great to hear from someone who has not already presented. • Better breakout sessions that are not repeats from the fall semester. • updates in advising/faculty- where both get to hear the same information at the same time. This could engage in the growth and collaboration between departments to have better resources for students. • You always do a good job with in-service. • Unfortunately, I had to attend via Zoom due to quarantine restrictions. The audio was extremely poor and most of what was being said was missed because of this. Sometimes the video was aimed correctly at the screen so Zoom'ers could see the screen, but not always. I would have definitely preferred attending in-person. • I liked the speaker more information on personal health in the workplace • How to better work with/assist college level ELL students (Jeanne Ferguson) • To continue offering the Benefit Session. It would have been beneficial to me to know all the information given yesterday when I first started working at GCCC. • Title IX and works sessions • There is no neutral option to choose. In-service was not particularly helpful, though required, this spring and the afternoon sessions were mostly repeats of Fall, which seems unnecessary. I do appreciate the work HR did to create a zoom option for those with accommodations; this should be standard for all meetings. • Student services staff rarely gets to attend the afternoon sessions as we have to be open in the afternoon. It would be nice if we could have that information sent to us or could be have a day to get that information presented to us. • I would like the DE&I committee to hold another breakout. I went and was very engaged in listening to the open discussion in a safe place that was free from judgment or repercussion. There were disagreements but I think everyone respected each others views. I learned a lot and I truly feel like I understand other peoples struggles and disabilities better now. • More time to prepare for the upcoming semester with less meetings • Some topics were repetitive from last semester and there were not many new options of trainings • The speaker was really great. • The audio needs to be balanced and better when some of us have to utilize a Zoom link. 	

7 - What topics would you like to see presented in the future?	
Response Rate	27/223 (12.11%)
<ul style="list-style-type: none"> • Conflict in the work place. Dealing with difficult students/co-workers Being a real team player, not to pretend to be. • Team Building skills, how to be the team player you would want to work side by side with. • N/A • I think sessions on mental health and generational differences would be helpful. • I think it would be nice to learn more about other departments / staff / faculty. Perhaps a 15-minute "Elevator Speech" from one or two individuals on campus (different individuals each time). Just because I work at GCCC doesn't necessarily mean I understand what all goes on. What is it to teach English, Math, or Sociology? What is the "meats" team about or why do we have microbiology? What does a rodeo team have to do with students getting an education? What are facilities / maintenance / custodial talents to work here? What is registrar (beyond enrolling students)- what is the difference between advisor and counselor? In general, we know faculty must have certain degrees to teach their courses, but what about administration and support staff- what are their qualifications? It is frustrating to see a student come to our campus, and I hear someone say: I don't know "where, who or what".... only because most of us have limited information other than the "phone tree". I feel like if we open conversations with each other, we could become a more cohesive campus. Just a thought! • We need to keep having speakers as Professor Corey in our in-services for our professional/personal growth. We need to become a strong team so we can provide better services to our students/co-workers. • Presentation on Teams vs. E-mails -- best practices in communication and how Teams can be used. Especially for break-out topics, I think it would be great if about mid-semester, departments were encouraged to put forth their own presentation ideas. We could select a theme, like we do at conferences. For example, one of our Buster Values and then departments could identify information they have, strategies they use, etc. In 2 or 3 break-out sessions, several different departments could give presentations about the theme so that by spreading out we learn about the work and celebrations that each group has. (I also think it's good to have some of the really basic topics each time, like HR information, etc. I think it would also be beneficial for faculty to have a bring your computer and get your Canvas courses set-up with support. So instead of a presentation, it would just be a block of time with questions, set-up, and support in a block of time. • Science lab demonstrations or tours of other programs like John Deere, welding, industrial maintenance. Maybe with hands on demos. As a staff member, I don't know that many of us get to see the cool things students interact with. I think a presentation on the new enrollment process or the new advising process through self service would be helpful. Or even just a training on the student side of self service so we can see what students are able to access. Help us better assist students when they have questions. Maybe a listening session with the president or cabinet. On how things are going from the perspective of people working in different areas. Something informal. Maybe a training or info session on Buster Biz app with some built in brainstorming for how we could use the app more in our areas. • Working towards a "paperless" work process. A general session on diversity and inclusion. • More IT information • na • N/A • Community outreach outside of Garden City. • Working in a diverse atmosphere during a complex political climate. • As faculty, I would like to see other faculty present on more specific topics related to the classroom. I want my colleagues to share with us what they are doing in their classrooms and how it might work within our own. I'm looking for the breakout sessions to be less overview and more specific. • conflict-resolution open communication • I liked that there were informative sessions. Maybe other departments would like to do a session as well so we can get to know what all other departments do. • How to help historically-underserved populations • Maybe speakers to help all of us understand the different customs/diverse groups that we have on campus. This way we have a better understanding as to why students react differently in certain situations. Continue bringing speakers to focus on Leadership and ethics. • Title IX. Keep presentations about benefits. That was very helpful. Canvas updates are helpful. Also, keep an option for an IT help session for those who struggle with or are new to our technology. • Trainings that are relevant to student services operations. How to use datatel, how to use self-service, what does the process look like from a student perspective from recruitment to enrollment. • I would like to see more training on mental illness and how to properly handle situations that may arise for an educator related to mental health. • Datatel use, self service, • The speaker was great! More engaging speakers like him in the future would be great. • For the retirement I would like a person to teach us how to estimate our monthly retirement. That we know ahead of time what we are going to receive. It would be nice to have instructional video recording sessions with advanced features like avatars, and how to include an image on my side while I am talking. • Trainings on Sway, Share point, and how to use them in the classroom. • Trauma informed teaching 	

5. Use the results to develop a Continuous Improvement Plan for the department, improving efficiencies based on targeted outcomes. Include consideration for resources, processes, data collection, analysis and timelines for monitoring and assessing the results. List intended outcomes for the department that insure alignment with institutional Essential Skills and other strategic priorities.

For each outcome identify at least one method of measurement that will be used to assess progress toward the outcome. Assessment is strengthened when multiple measures are used. An assessment measure should provide meaningful, actionable data that the department can use to assess efficiency and improve processes.

Describe the target level of achievement for each measure. Levels of achievement shall be:

- Specific and measurable.
- Stated in numerical terms.
- Stated in realistic terms.

- Directly related to the outcome.
- Inclusive of all aspects of the outcome.
- Manageable and practical.

To demonstrate efficiency, determine if external or internal benchmarks are available for comparison.

6: Additional Comments

This space is for the department to add any additional comments to help clarify or explain its functions, if applicable.

7: Executive Summary

1. Briefly describe how the department review was conducted:

All staff from the Human Resources Department were involved. An introductory meeting was held to help familiarize with the department review. From this, several discussions were held to discuss questions and help in answering collaboratively as much as possible.

2. Describe the MAJOR conclusions regarding the present state of the department:

The Human Resource Department is efficient in supporting the needs of employees, both current and prospective. We remain compliant in all aspects, and we strive to be innovative while constantly improving effective communication with all we serve.

The Human Resources staff are capable of all functions related to recruitment, onboarding, employee relations, personnel as well as compliance. We are continuously reviewing and improving in processes alongside being fully cross trained within operations.

3. Briefly describe the goals and objectives of the department:

Continue to develop and maintain a system for employment and selection that is responsive to the needs of the departments and free from discriminatory biases.

Assisting with the review and implementation of a compensation plan that addresses external competitiveness and internal equity.

Continue to improve processes for point factor grading on job evaluations/descriptions. Every full-time position will have an updated and current job description.

Continuously reviewing college policies and procedures in an effort to improve college services.

Continue exploring new ways to incorporate technology in the delivery of Human Resources services to the college.

Continue to explore wellness and benefit options to employees that addresses internal equity for employees.

4. Comment on the progress on previous Departmental Review Action Plans or Recommendations

Departments completing the review for the first time will not have these items and need not answer this question.

5. Describe the department strengths:

The strengths of the Human Resources Department are the team. We all have a passion for helping others. Human Resources works closely with departments across campus in the programs and services it provides to students and the campus communities by performing with integrity, responsiveness, and sensitivity. We assist in fostering a culture of diversity and inclusion through a collaborative work environment where all members of the college community are treated with dignity and respect.

Human Resources will continue to work toward accomplishing our mission by developing and implementing policies, programs and services that balance the efficient use of college resources, while effectively addressing the needs of the college.

6. Describe what areas need improvement:

There are several improvement items and innovative services that this department would like to implement that we currently have on our plan.

- Human Resources Webpage. This would allow for department information to be available to external candidates as well as internally for employee information and resources.
- Enhancements to the New Employee Onboarding and Orientation processes. This would include the development of an orientation video for new employees as well as creating processes that would allow for the facilitation of a new employee mentoring program.
- Creating a process for 90-day new employee, performance reviews. In 2021, Human Resources transitioned employee evaluations (non-faculty) electronically, with utilizing Paycom.
- Creating and implementing additional ways to recognize employee appreciation to assist in recruitment and retention efforts.
- Continue to work with each department of the institution to assist in identifying a training plan for continuous professional development and compliance for each program.

7. State the recommendations for the department:

- With the planning process, this department would like to collaborate with other departments to incorporate a Compliance Officer as an additional position to the institution. This position would be responsible with ensuring compliance with Title IX, Federal Civil Rights Laws, Fair Labor Standards Act, Family and Medical Leave Act, and I-9 Compliance within Human Resources.
- There are facilities related requests that would assist the department in maintaining confidentiality. Within this request, we would like to request a closed space that would assist in the process for confidential phone calls and conversations within Human Resources as well as a meeting room space that is equipped to serve as a confidential meeting room as well as computer stations for new employee onboarding and mandatory training as a part of new employee orientation.

8: Departmental Action Plan (with timelines for recommendations)					
	Year 1	Year 2	Year 3	Year 4	Year 5
	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications
<p>Recommendation 1: Measure of Success:</p> <p>Human Resources Webpage. This would allow for department information to be available to external candidates as well as internally for employee information and resources.</p>	<p>Actions: Budget Implications:</p> <p>Timeline: Spring Semester 2023</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>
<p>Recommendation 2: Measure of Success:</p> <p>Enhancements to the New Employee Onboarding and Orientation processes. This would include the development of an orientation video for new employees as well as creating processes that would allow for the facilitation of a new employee mentoring program.</p>	<p>Actions: Budget Implications:</p> <p>Coordinate with Marketing & Public Relations</p> <p>Timeline: Spring 2023</p>	<p>Actions: Budget Implications:</p> <p>Coordinate with College Council regarding creating a mentoring program to assist in facilitating discussion of next steps.</p> <p>Timeline: Spring 2024</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>

<p>Recommendation 3: Measure of Success:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>
<p>Recommendation 4: Measure of Success:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>
<p>Recommendation 5: Measure of Success:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>

9: Signature Page and Archiving

Department Head/Director

Date

Appropriate Vice President

Date

Vice President for Instructional Services

Date

President

Date

Archiving:

Division Leader submits to VP for Instructional Services

1. A complete electronic version of the Academic Comprehensive Program Review
2. All documentation (electronic)
3. A signed signature page